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QUESTION 101 According to Cisco best practice, which option must you understand before you identify business outcome opportunities? A. organization chart B. decision-making process C. current technology plan D. customer value proposition

Answer: D QUESTION 102 Which three questions are specified by the Seven Elements Framework? (Choose three.) A.

Working environment characteristics? B. Existing relationship? C. Compliance with ISO 20K? D. Understanding of own and others interests? E. Consequences of not reaching agreement or support? Answer: BDE

QUESTION 103 RACI model aids can be used to understand specific aspects of stakeholders' involvement in businesses. What does RACI stand for? A. Responsible, Accountable, Consulted, Informed B. Reconciler, Accountable, Consulted, Independent C. Responsible, Assertive, Consulted, Informed D. Reconciler, Assertive, Consulted, Informed E. Responsible, Accountable, Consulted, Influenced Answer: A

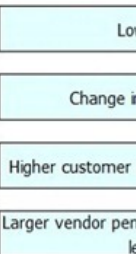
QUESTION 104 What is the benefit of using the Business Model Canvas to understand and describe the customer's business? A. It is a mandatory tool in every business school. B. Business models are the same across industry verticals. C. Understanding the customer business model is essential for determining the right business outcomes. D. Each organization has multiple business models. Answer: C

QUESTION 105 What are the most reliable sources for enablement at Cisco besides playbooks? A. Wikipedia & Google B. PartnerCentral and Salesconnect C. Industry articles & blogs D. Research and trends reports Answer: B

QUESTION 106 How does a performance measurement help the customer business? A. Provides feedback on progress towards settled goals. B. Compliance of certain industries regulations. C. Help companies monitor its past state. D. To reward and to discipline employees. Answer: A

QUESTION 107 Which options are two features of business requirements? (Choose two.) A. Business requirements are managed by stakeholders. B. Business requirements support specific business objectives. C. Business requirements are prioritized in compliance with influence dynamics. D. Business requirements are dynamic in nature and change over time. E. Business requirements are always defined inside a line of business. Answer: BD

QUESTION 108 Drag and Drop Question Drag the two strongest factors to improve business outcomes for a retail industry customer from the left to the right.



Answer:

Business Factors

Lower operating costs

Higher customer satisfaction and larger order value

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QUESTION 109 What should a sales professional use to ensure a clear understanding of the top priorities of an organization during a business outcome selling? A. A technology gap analysis of the organization's infrastructure. B. The list of CSFs and KPIs of the organization. C. The analysis of the consumption model that the customer is looking to implement. D. A study of the impact that the current state of technology has on the business. Answer: B

QUESTION 110 Which three options are customer motivators? (Choose three.) A. Achievable Business plan. B. Shared risks with the vendor. C. Increased services and solutions. D.

Realizable outcomes. E. Simplify IT complexity. Answer: BDE QUESTION 111 Which is a critical first step when thinking about how to communicate technical content to a senior business manager? A. Identify a person on her staff who can explain details. B. Listen to the customer to understand her KPIs. C. Plan out your message to explain potential options. D. Draft a high level message using language pulled from the top IT vendors. Answer: B QUESTION 112 When asked about IT skills gaps, where does "Speak business language" fall in a list of concerns? A. "Speak business language" would be helpful to improve, but not among the most critical gaps. B. The ranking varies depending on the industry and whether the business person is new in their job. C. "Speak business language" is consistently mentioned as a top concern for IT professionals. D. "Speak business language" is a very low priority but moving higher because business people need to learn the terms for technologies like cloud. Answer: C QUESTION 113 IP addressing can be assigned in either a static or dynamic method. Which two devices would likely be assigned dynamic IP addresses? (Choose two.) A. email server B. IP phone network C. printer D. personal laptop E. switch Answer: BD QUESTION 114 Which protocol ensures accurate local-time synchronization within a network that consists of routers, switches, and other devices? A. NTP B. RTP C. STP D. TDF Answer: A QUESTION 115 Which two are true of closed questions? (Choose two.) A. Closed questions are used to retrieve facts. B. Respondents can answer closed questions more quickly because they seek a limited amount of detail. C. Closed questions are used to retrieve opinions. D. Closed questions are used to make decisions based on the data in a report. E. Closed questions are excellent for workshops where you need people to come to a consensus about a design decision. Answer: AB QUESTION 116 What impact on business can cloud technologies provide? A. Reducing travel expenses and enhancing productivity B. Reducing application's response time to streamline transactions and getting better customer and employee satisfaction C. Reducing project risk D. Improving green brand awareness Answer: C QUESTION 117 Which could be a layer within an enterprise architecture? A. Business services B. Service level commitments C. Organization's reporting structure D. Project office's governance practices Answer: A QUESTION 118 Which one of the following solutions enables business outcomes in the financial industry? A. Multilayer Switching B. Remote Expert C. Plant Floor Control Network D. Internet of Everything E. Medianet Answer: B QUESTION 119 Which one of the following solutions enables business outcomes in the manufacturing industry? A. Remote Expert B. Advanced Routing C. Service Provider Network Infrastructure D. Plant Floor Control Network E. Multilayer Switching Answer: C QUESTION 120 Which is a direct financial benefit from business outcomes? A. increased net present value B. reduced capital expenditures C. increased chargeback D. increased total cost of ownership Answer: B

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