

# Cisco

## Exam 840-425

### Executing Cisco Advanced Business Value Analysis and Design Techniques

Version: 6.0

[ Total Questions: 125 ]

**Question No : 1**

Which action should be done to assess training needs?

- A. Ask managers if their employees need new skills.
- B. Look at prior problem tickets.
- C. Conduct interviews with people who represent major user roles.
- D. Identify where the system is most confusing to use.

**Answer: C**

**Question No : 2**

Which option is a benefit of technology adoption?

- A. Customer realizes the benefits stated by Cisco and the partner during the negotiation phase.
- B. Customer gets to replace their old systems and solutions.
- C. Adoption increases sales.
- D. Customer pays only when the technology is adopted.

**Answer: A**

**Question No : 3**

Which option are the stages and order proposed by the Cisco Integrated Sales Process?

- A. Qualify > Prospect > Propose > Close
- B. Prospect > Qualify > Propose > Close
- C. Prospect > Qualify > Propose > Agree > Close
- D. Qualify > Propose > Agree > Close

**Answer: C**

**Question No : 4**

Which two categories of services does Cisco and its partners offer to enable business

outcomes? (Choose two.)

- A. Business Services
- B. Management Services
- C. Migration Services
- D. Enablement Services
- E. Operational Services

**Answer: B,D**

**Question No : 5**

Which statement is a characteristic of future state capabilities?

- A. They identify operating practices for a single department.
- B. They depict all of the requirements that a customer organization desires (best case).
- C. They convey the most important business elements that are needed to achieve goals in the future.
- D. They should define very detailed needs for the near-term and high-level needs for one or more years out.

**Answer: C**

**Question No : 6**

Which option is part of a communication plan?

- A. name and department number of email recipients
- B. frequency and method to distribute status information
- C. reporting structure for a department
- D. rating of support

**Answer: B**

**Question No : 7**

What information is relevant to validate the progress towards the expected results?

- A. Baseline vs actual status
- B. Metrics
- C. Simulations
- D. Strategies

**Answer: A**

**Question No : 8**

Which option is a way to validate that you have established credibility with a business executive?

- A. Ask an IT stakeholder to inquire with the executive on your behalf.
- B. Brainstorm with the internal team to get feedback from peers.
- C. Ask the executive whether you could join a future staff meeting and present for 15 minutes.
- D. Offer to show the executive a demonstration of the latest security software.

**Answer: C**

**Question No : 9**

Which option describes a reason to document the benefits and risks expected from a business case?

- A. to have a basis for the project manager's performance rating
- B. to have a consistent basis for judging the effectiveness of a solution
- C. so that everyone has common understanding of problems that are likely to occur with the first release
- D. to give the project sponsor a basis to support additional funding for deployment on a larger scale

**Answer: B**

**Question No : 10**

Which option describes what extending requirements analysis allows you to do?

- A. expand the scope of your project
- B. give you more time to deliver on existing project commitments
- C. go beyond the initial core requirements, to the next level of need, while also adding in new capabilities and solutions
- D. speed up the procurement process for a cloud-based solution

**Answer: C**

**Question No : 11**

Which statement about a roadmap is true?

- A. Requirements are subjective and viewpoints are fact.
- B. It can be created earlier in a project, as compared to an architectural blueprint.
- C. It focuses on a broader scope than an architectural blueprint.
- D. It shows a path for projects or initiatives that is consistent with the architectural direction.

**Answer: D**

**Question No : 12**

What is true regarding Cisco solutions that provide capabilities required to meet the customer's future business needs?

- A. The current state of technology will provide the capabilities needed by the customer.
- B. Cisco solutions only provide capabilities for the current state.
- C. Comparing the current state of technology with capabilities provided by Cisco solutions and services helps identify gaps and provide opportunities for more services and solutions.
- D. Comparing the current state of technology with capabilities needed by the customer, the partner will confirm if the solutions sold helped solve the problem.

**Answer: C**

**Question No : 13**

Which three options are real costs of maintaining outdated technology? (Choose three.)

- A. Time to market.
- B. Increased risk.
- C. Capital expenditures.
- D. Upgrade costs.
- E. Total cost of ownership.

**Answer: C,D,E**

**Question No : 14**

Which option describes what a change leader is responsible for?

- A. telling people how they should do their work
- B. assigning key people to be role models
- C. planning to fill open jobs
- D. deciding how to give out favors

**Answer: B**

**Question No : 15**

You are working on a project to install a new RFID system for a logistics company. Which obstacle to realizing benefits should you expect?

- A. A network upgrade is in the planning stage.
- B. Users are in transition from three old systems and technologies where measurements from old to new processes are unreliable.
- C. The solution requirements do not include analytics, so measuring results is out of scope.
- D. The RFID chip and sensor technology is old and an upgrade is planned for next year.

**Answer: B**

**Question No : 16**

Which statement describes a benefit of using SWOT analysis?

- A. It allows you to confirm the status of a customer's specific improvement initiatives.

- B. It helps you gain a broader perspective about the customer's strategic situation.
- C. It allows the IT organization to show business leaders that they understand service-level impacts on financial results.
- D. It provides a snapshot of the industry forces, competitors, suppliers, and market leaders.

**Answer: B**

**Question No : 17**

What tool can be used to determine the LoBs that add value to the customer's business?

- A. Porter's House of Value.
- B. Stakeholder Power Grid.
- C. PEST analysis.
- D. Business Capability Model.

**Answer: A**

**Question No : 18**

Which statement about discovery meetings for larger scope projects is true?

- A. Discovery should be performed to a lower level of detail than for smaller projects.
- B. Planning for discovery activities may take more effort, but this step is essential.
- C. The project team should be staffed with more subcontractors to keep the costs down.
- D. Request that the customer captures a baseline of needs in advance of your work.

**Answer: B**

**Question No : 19**

How does a business value approach contribute to the sales process?

- A. gives the CIO a blueprint for organizing the IT department
- B. provides a framework to align the business strategy and priorities with the processes that are needed to achieve goals
- C. ensures that best practices are included in the design of new workflows

D. allows for pieces of a larger project to be designed independently without concern for linkages

**Answer: B**

**Question No : 20**

What relationship helps achieve a bigger impact to obtain business value?

- A. CEO/CFO
- B. CEO /CIO
- C. CIO/CFO
- D. CIO/CMO

**Answer: C**

**Question No : 21**

Which two options are direct financial benefits of the business outcomes sales-based approach? (Choose two.)

- A. Reduced CAPEX and OPEX.
- B. Reduced CAPEX and increased OPEX.
- C. Increased NPV.
- D. Improved customer satisfaction.
- E. Enabled innovation and productivity

**Answer: A,C**

**Question No : 22**

Which two options demonstrate how business outcomes should be outlined? (Choose two.)

- A. Increase sales in 10% during the next fiscal year.
- B. Shorten delivery times from 20 to 12 days for the next project.
- C. Become the number one provider in the market.
- D. Reduce the electronic waste of materials.