Cisco

Exam Questions 840-425

Executing Cisco Advanced Business Value Analysis and Design Techniques
1. In which phase of the Cisco Integrated Sales Process must the ROI be presented?
A. Prospect
B. Qualification
C. Proposal
D. Agreement
E. Closing
Answer: C

2. What has to be evaluated in an organization, in order to establish significant KPIs?
A. Business Process
B. CANVAS
C. Capabilities
D. Milestones
Answer: A

3. 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

4. Which action is the recommended way to address a business constraint on "user training time"?
A. Create a self-study module and inform users that they are responsible to train themselves as time allows.
B. Revise the training so that it fits into time available from the busiest users.
C. Train a core set of users and develop a plan for them to get others to the required level of execution capability.
D. Extend the project timeline and delay future deployment or the next phase until users are trained.
Answer: C

5. Which three pre-requisites are needed to have KPIs provide information regarding progress on reaching goals? (Choose three.)
A. To have analyzed the mission
B. To have identified the stakeholders
C. To have defined goals
D. To have developed a CANVAS
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6. Which are the features that a KPI must have in order to have better impact on the organization goals?

A. Clear and specific KPIs
B. Several KPIs to measure every process
C. Complex KPIs
D. Risky but transformative

Answer: A

7. How does IT contribute to facilitate the creation of a business strategy?

A. By developing applications that represent a broad competitive advantage.
B. With solutions that have unique functionality, focused in every area of the business.
C. Contracting services that help reduce costs and optimize the budget.
D. Using robust technology solutions throughout the organization.

Answer: D

8. Which statement about a forum for feedback is true?

A. It is used to broadcast status.
B. It is for managers only.
C. It provides a way to exchange positive and negative things that happen.
D. It is the best way to announce training.

Answer: C

9. Which statement about PEST analysis is true?

A. Political aspects can be identified easily through surveys.
B. Economic and social implications are relevant only with the public sector.
C. A PEST analysis allows you to take an independent, outside-in view of factors that impact the customer's situation.
D. A PEST analysis often can be related directly to specific findings from the operating process analysis.

Answer: C

10. Which three options are factors you have to take into account when identifying solutions and services in the context of the customer's industry vertical to meet their outcomes? (Choose three.)

A. Technology consumption across verticals differs.
B. Business outcomes are the same for most of the industry verticals.
C. The regulatory requirements impede Cisco from participating in government bids.
D. The value proposition has to be aligned to the nature of the business.
E. Sales approach and sales cycle differs across industry verticals.

Answer: A,D,E
11. Which option is part of an implementation strategy?
   A. sequence of major work packages or projects
   B. design criteria for meeting security requirements
   C. maintenance schedule for hardware
   D. anticipated transaction volumes during periods of maximum activity

   Answer: A

12. Which statement about SWOT analysis is true?
   A. Strengths can be turned into competitive advantage by aligning with opportunities.
   B. Weaknesses most likely can be relieved by higher investment in technology.
   C. Opportunities indicate details of sales situations that the company has within their pipeline.
   D. A threat indicates long-term concerns that the customer should address within a three-year period.

   Answer: A

13. Which options describes a main objective for identifying Cisco Architectures and Smart Solutions early in the sales process?
   A. to give the account team the most elapsed time for closing a sale with the customer
   B. to influence the customer’s requirements so that they fit the Cisco solutions portfolio
   C. to provide a baseline for the solutions design activities, and to leverage proven offerings in the Cisco portfolio
   D. to keep the opportunity more focused on standard solutions vs. needing to design out custom or account-specific capabilities

   Answer: C

14. Which three options are the purpose of change management? (Choose three.)
   A. To guarantee risks related to the business need disappear.
   B. To help increase the adoption of the technology solution.
   C. To ensure that standardized methods and procedures are used for efficient and prompt handling of all changes.
   D. To guarantee business risk is managed and minimized.
   E. To ensure that all authorized changes support business needs and goals.

   Answer: C,D,E

15. 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
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