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**Exam** : **820-427**

**Title** : Building Business Specialist Skills

**Vendor** : Cisco

**Version** : DEMO

NO.1 What two statements correctly describe vision or mission? (Choose two.)

- A. A mission is a statement of the purpose of a company.
- B. A vision is what a company wants to become in the mid-term or long-term future.
- C. A vision describes actions the organization will take to achieve specific goals.
- D. A mission identifies the company's planned investments to increase revenue.
- E. A vision is only used by for-profit companies.
- F. A mission is only used by public sector organizations.

**Answer:** A,B

NO.2 Which three dimensions can you use to categorize a business capability? (Choose three.)

- A. People
- B. Technology
- C. Procedures
- D. Processes
- E. Costs
- F. Level in architecture stack

**Answer:** A,B,D

NO.3 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:** A,B

Explanation:

Topic 4, Finance and Project Management

NO.4 Which two are efficient ways to capture details about your organization's current technology capabilities? (Choose two.)

- A. Issue a Request for Proposal and ask three vendors to compare their solutions to the products available from their competitors.
- B. Request to see a list of software licensed by the company and examine the expiration dates and the timing for next releases.
- C. Run a security and performance cleanup test using a vendor's free tools available on the Internet.
- D. Conduct a survey to find out where spreadsheets are used instead of the finance data analysis tool.
- E. Run a report on network and system usage, then identify added capacity needed for the next twelve months.

**Answer:** B,D

NO.5 Which two statements are true about Key Performance Indicators (KPIs) and Critical Success Factors (CSFs)? (Choose two.)

- A. KPIs measure outcomes.
- B. CSFs compare planned and actual performance.
- C. KPI are the activities which most heavily influence whether performance is strong or weak.
- D. CSFs are a cause of a positive or negative result for the company.

**Answer:** A,D

NO.6 Which is a recommended approach for gaining trust from stakeholders that you understand their needs?

- A. Keep the conversations very specific to your areas of technical expertise.
- B. Start discussions at a high level before focusing on detailed technical items.
- C. Explain how you are fixing problems followed by asking questions such as where lower expenses fall in their list of priorities.
- D. Start the discussion by providing examples of what you have done for other departments in the past.

**Answer:** B

Explanation:

Topic 3, Research Techniques

NO.7 Which financial analysis term or technique identifies if an investment is of benefit to the company?

- A. Total Cost of Ownership (TCO)
- B. Capital Expense (CAPEX)
- C. Operating Expense (OPEX)
- D. Return on Investment (ROI)
- E. Weighted Average Cost of Capital (WACC)

**Answer:** D

NO.8 What two statements are true about Key Performance Indicators (KPIs)? (Choose two.)

- A. A KPI is a quantifiable metric of the performance of essential operations and/or processes in an organization.
- B. A KPI provides the focal point for identifying how much risk a company can take in trying to avoid government fines.
- C. A KPI could reflect the performance of Service Providers in achieving their goals and objectives.
- D. KPIs are based on judgment, and therefore should be used carefully when defining the value of a technology solution.

**Answer:** A,C