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NEW QUESTION: 1

Which option describes operational excellence as a business driver?

- A. Improve the ease of doing business
- B. Develop workforce capabilities and skills
- C. Improve brand awareness
- D. Drive and improve change responsiveness

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Which two options are types of external risks the customer faces? (Choose two.)

- A. Market
- B. Savings
- C. Regulatory
- D. Expenses

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 3

Which option is the best description for TCO?

- A. The TCO of technology solutions and services indicates the monetary value that those solutions bring to the business.
- B. The TCO is used for making investment decisions.
- C. The TCO is the total cost of solutions and services over the technology and business lifecycles.
- D. The TCO answers questions regarding the value of business outcomes.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

What are the steps to benefits realization?

- A. Determine the need, gain stakeholder buy-in, and implement the solution.
- B. Understand objectives, create implementation readiness, and climb to benefits.
- C. Do analysis, planning, and implementation.
- D. Determine outcomes, measure progress, and adjust the plan as needed.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Reference http://www.ppmprofessionals.org/sites/default/files/event_recap/PPMP%20Webinar%20-%20Benefits%20Realization%202015.03.26_0.pdf

NEW QUESTION: 5

Which two benefits are seen by partners when creating a roadmap that aligns IT initiatives to the customer business? (Choose two.)

- A. Revenue growth.
- B. Competitive advantage.
- C. Technology adoption.
- D. Clear view of investments.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

Which two options help make a business case effective? (Choose two.)

- A. It guarantees customer will reduce 50% of the costs.
- B. It recommends a course of action.
- C. It provides details of discounts and promotions.
- D. It predicts the impact the solution will have on the business.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

Which three options are financial challenges when determining the financial value of a Cisco solution?

(Choose three.)

- A. Increase revenue and margins.
- B. Difficulty to determine NPV.
- C. Cost efficiencies and reductions.
- D. Long term and cycles for deployment and adoption.
- E. Financial resources are distributed across functional areas.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Which two options are true regarding a customer goal? (Choose two.)

- A. A goal is a priority that makes a difference.
- B. A goal is a milestone to reach.
- C. A goal is a decision or choice.
- D. A goal is a future expected outcome or state.
- E. A goal is s a desirable business state.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Which statement about the Business Model Canvas is true?

- A. It is a means to determine how reach department or organizational unit combines to generate value.
- B. It is a mechanism to determine of the strengths and weaknesses of a business and how they affect business value creation.
- C. It is a roadmap that identifies how a business combines its capabilities to generate revenue.
- D. It is a shared language for describing, visualizing, assessing, and changing business models.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Which three options are characteristics of Change Leadership? (Choose three.)

- A. Creating a shared vision.
- B. Solving the customer problems.
- C. Addressing the emotional dimension.
- D. Encouraging and empowering people to act.
- E. Creating a unique vision.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Which option is the difference between chargeback and showback?

- A. In chargeback, the service user is invoiced for and pays for the services that are utilized, whereas in showback the services that are utilized are recorded but are not invoiced for.
- B. In showback, the service user is invoiced for and pays for the services that are utilized, whereas in chargeback, the services that are utilized are recorded but are not invoiced for.
- C. In showback, the service user is directly invoiced for the services that are utilized, whereas in chargeback, the IT department is responsible for the cost of services that utilized.
- D. In chargeback, the service user is invoiced for and pays for the services that are utilized, whereas in showback, the services are shown to the service user in a catalog, but the service user is not charged for their use.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Which three options are the features that a KPI must have in order to comply with customer expectations?

(Choose three.)

- A. Achievable
- B. Measurable
- C. Understandable
- D. Logical
- E. Specific Purpose
- F. Fair

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

Which two options are indirect financial benefits of the outcome-based sales? (Choose two.)

- A. Increased NPV.
- B. Lower project costs.
- C. Process efficiencies.
- D. Faster time to market for new solutions.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

What are the recommended three steps to mitigate or minimize risks? (Choose three.)

- A. Prioritize
- B. Act
- C. Categorize
- D. Analyze
- E. Implement
- F. Prepare

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

What are two actions to accomplish during the "unfreeze" phase of Lewin's Model for Change?

(Choose two.)

- A. Dispel rumors.
- B. Manage and understand doubts and concerns.
- C. Create the need for change.
- D. Anchor the changes into the culture.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Reference <http://study.com/academy/lesson/lewins-3-stage-model-of-change-unfreezing-changing-refreezing.html>

NEW QUESTION: 16

Which are two benefits that organizations realize from Business Transformation? (Choose two.)

- A. become more creative
- B. accelerate the Go-To Market
- C. become more competitive
- D. establish new customer relationships

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

Which option describes the focus of a solution selling process?

- A. Challenge-driven
- B. Pain-Point-driven
- C. Outcome-driven
- D. Product-drive

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

Which two options are recommendations when implementing change management? (Choose two.)

- A. Periodically deliver and communicate real business benefits.
- B. Consider change as being accepted when the partner has signed off on the project.
- C. Involve real influencers that help create engagement and support change.
- D. Deploy the solution when 100 percent of the stakeholders agree.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

What does a company's profit margin reveal?

- A. the total value of the business
- B. the gross income from all business activates

- C. the efficiency of the company
- D. the amount of profit upon which corporation tax is payable

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 20

Which option is a potential customer benefit of regular and formal follow-up meetings post implementation?

- A. Improved alignment of project to KPIs
- B. Higher quality security management
- C. Focus on solutions
- D. Enhanced end user support services

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 21

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Which option is an external force that act upon a business environment?

- A. micro-economics
- B. readiness
- C. key trends
- D. technology

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

Reference: <http://businessmodelalchemist.com/blog/2005/12/5-forces-acting-upon-your-business.html>

NEW QUESTION: 23

Which pieces of information help to assess organizational readiness for a rollout?

- A. number of users and years in role
- B. number of changes in processes and number of open help desk problems
- C. budget and testing script
- D. user awareness and time scheduled for training

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Which two options are reasons an organization conducts Business Transformation? (Choose three.)

- A. Lack of discipline
- B. Slow processes
- C. Poor market-share
- D. Reduced profit
- E. Consumerization

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 25

Which statement about a key performance indicator is true?

- A. It is a quantitative target against which outcomes can be measured
- B. It is a qualitative statement that relates to business objectives.
- C. It is a way to determine strategic requirements to realize corporate vision.
- D. It is a value-based description of a strategic initiative.

Answer: (SHOW ANSWER)

Explanation/Reference:

Reference https://en.wikipedia.org/wiki/Performance_indicator

NEW QUESTION: 26

Which step of the Cisco 9 Step Sales Approach to Outcome-Based Selling is where the contract and SLA/ KPIs are agreed?

- A. Step 4: Customer Discovery
- B. Step 7: Proof of Value
- C. Step 6: Offer and Accept
- D. Step 5: Identify and Design

Answer: B (LEAVE A REPLY)

NEW QUESTION: 27

Which statement about a roadmap is true?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 28

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

- A. Capital expenditures.
- B. Total cost of ownership.

- C. Time to market.
- D. Increased risk.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Which approach is recommended when you justify a solution?

- A. Bring the IT and business executives together where possible to forge a unified viewpoint.
- B. Push investments out to the future, where possible, to delay larger investments.
- C. Support solutions that can be fully implemented with current capabilities on the IT staff.
- D. Give extra weight to projects that give the business unit responsibility for risky activities.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

How might an understanding of business and technology dependencies assist in the development of a phased implementation roadmap?

- A. determines the risks and subsequent risk mitigation plan
- B. focuses the solution architect on the most mission-critical aspects of the solution first
- C. determines the level of technical and business support that is required to implement each roadmap component
- D. helps determine the most effective order of implementing each technology component

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

Which option describes business agility as a business priority?

- A. Growing the business organically and by merger and acquisition
- B. Deploying and changing business operations in a flexible and responsive manner
- C. Creating a positive customer experience at the point-of-sale and post-sale
- D. Deploying of resources to increase profits and generate funds for reinvestment

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

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

- A. Faster time to market for new solutions.
- B. Lower project costs.
- C. Increased NPV.
- D. Process efficiencies.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 34

Which of the following describes a Viewpoint?

- A. An informal summary of project outcomes used in the management reporting and decision making process.
- B. A perspective expressed by one or more managers who share the same or similar role.
- C. A perspective expressed by one or more customers who may or may not share the same or similar role.
- D. The perspective or related set of concerns experienced by a group of stakeholders.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

Which three options are skills and behaviors that could be measured using the 360 degree feedback process? (Choose three.)

- A. Sales quota achievement.
- B. Managing and leading change.
- C. Influencing others.
- D. Attachment and renewal rates.
- E. Strategic thinking.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

Which two options are benefits of a Connected Manufacturing strategy? (Choose two.)

- A. ability to adapt the supply chain to changing markets
- B. improved production efficiency and flexibility
- C. large amounts of quantitative data for analysis
- D. integrated supply chain

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Reference: http://www.cisco.com/c/dam/en_us/solutions/industries/docs/manufacturing/Connected_mfg_Brochure.pdf (p.3)

NEW QUESTION: 37

Which two options are technical value solution assessment factors that must to be considered and can increase pipeline growth? (Choose two.)

- A. Need for increased coverage.
- B. Solution profitability.
- C. Solution NPV.
- D. Conformity to technical standards.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

What has to be evaluated in an organization, in order to establish significant KPIs?

- A. Milestones
- B. Capabilities
- C. Business Process
- D. CANVAS

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

What two elements should be considered in an investment case? (Choose two.)

- A. Optimizing costs.
- B. Increasing CAPEX.
- C. Delivering business results.
- D. Eliminating OPEX.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

Which two options are reasons for increasing levels of business-led change? (Choose two.)

- A. IT solutions are going through a trend of decreasing costs.
- B. Technology-led change is too expensive.
- C. Megatrends such as cloud, mobility, big data and video are disruptive.
- D. Business requirements are changing rapidly.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 41

Which two options are benefits of implementing IT as a Service? (Choose two.)

- A. Provides predictable expenses.
- B. Shift from CAPEX to OPEX.

- C. Does not require technical support.
- D. Shift from OPEX to CAPEX.
- E. Increases device dependency.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

Which option is the best description for NPV?

- A. The NPV of technology solutions and services indicates the monetary value that those solutions bring to the business.
- B. The adoption of licensed third-party solutions and services may result in a lower NPV.
- C. The opportunity to reduce NPV is a measureable business outcome and benefit to the customer business.
- D. NPV is factored into the ROI calculation.
- E. The NPV takes into consideration the direct and indirect costs of maintaining technology solutions and services.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

Which option can assist with determining technology requirements arising from a customer initiative to implement a business process improvement?

- A. Use the Business Motivation Model to analyze business and technology requirements for a given initiative.
- B. Create a Use Case diagram to model the improved business process and from this determine what technology is required.
- C. Undertake an Ishikawa Analysis to determine root causes and determine how technology can resolve these issues.
- D. Perform a gap analysis between "as-is" and "to-be" states to determine what technology will be required.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 45

Which two categories of services does Cisco and its partners offer to enable business outcomes? (Choose two.)

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

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 46

What is the 360 degree feedback process?

- A. Process to collect feedback from the sales force regarding the effectiveness of the solutions.
- B. Process that Cisco executes every quarter to ask customer about partner feedback.
- C. Process to require feedback to Cisco from multiple customers.
- D. Process to collect feedback from multiple sources, aiming for accelerating user adoption of the Cisco solutions.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

Which two statements are true about the purpose of customer research and analysis? (Choose two.)

- A. They provide focus and efficiency during a time-constrained interview.
- B. They provide a holistic structure for ROI-based business case relevancy.
- C. They maximize the potential for revenue generation.
- D. They enable you to establish the relevance of a business value approach.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

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 established deadlines
- C. To have identified the stakeholders
- D. To have had follow up meetings

- E. To have developed a CANVAS
- F. To have defined goals

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

Which option is a benefit of communicating a solution in business terms?

- A. The lead customer business stakeholder is given a detailed explanation about the value of most advanced technologies.
- B. The customer is more likely to invest because Cisco or the Partner is committing to a specific level of financial benefit.
- C. The customer IT executive can better identify how the solution affects their headcount for problem resolution.
- D. The customer's business and IT personnel can have improved dialogue about the solution, its impact, and options for deployment.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 51

Why is it important for a Business Value Specialist to identify customer goals?

- A. To analyze risks and a mitigation plan.
- B. To define SMART objectives.
- C. To define times and responsibilities.
- D. To establish an action plan.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

Which options are three characteristics of the new billing and licensing models for IT products, solutions or services? (Choose three.)

- A. Drives long term business outcomes.
- B. Provides fixed rates.
- C. Allows the IT department to focus on the core business.
- D. Allows the customer to pay Cisco instead of the Partner.

E. Influences the value IT brings to the business

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

Who is the primary user of an implementation strategy?

- A. program leaders responsible for outcomes
- B. executive sponsor and steering committee
- C. individuals responsible for training
- D. technical architects responsible for testing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

Which two options are actions to realize the solution benefits? (Choose two.)

- A. should focus on measurable results.
- B. should be measured once the solution is deployed.
- C. should include actions on the way, plus those already identified.
- D. should take into account the relationship with the stakeholder.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

What makes it possible to measure advance progress during Business Transformation?

- A. WACC
- B. ROCE
- C. ROI
- D. TCO
- E. KPI's

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

Which option is an indirect financial benefit of the business outcomes sales-based approach?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

Which option is a benefit of technology adoption?

- A. Customer gets to replace their old systems and solutions.
- B. Customer pays only when the technology is adopted.
- C. Adoption increases sales.

D. Customer realizes the benefits stated by Cisco and the partner during the negotiation phase.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

What is true regarding the drivers for product, solution and outcome-based sales?

A. In product sales, the driver is about the product; in solution sales, the driver is about the value of the outcomes, and in outcome-based sales, the driver is the customer pain points.

B. In product sales, the driver is about the customer pain points; in solution sales, the driver is about the value of the outcomes, and in outcome-based sales, the driver is about the product.

C. In product sales, the driver is about the product; in solution sales, the driver is the customer pain points, and in outcome-based sales, the driver is about the value of the outcomes.

D. In product sales, the driver is about the customer pain points; in solution sales, the driver is about the product, and in outcome-based sales, the driver is about the value of the outcomes.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Which two options are benefits of a Connected Retail strategy? (Choose two.)

A. consistency that it maintained across channels and customer touch points

B. maximized efficiency of existing data center systems

C. more effective collaboration with employees and field managers

D. LAN-like performance across the WAN

E. reduced travel costs

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Reference [http://webcache.googleusercontent.com/search?](http://webcache.googleusercontent.com/search?q=cache:WSU4N0fgVdUJ:www.cisco.com/cisco/web/UK/solutions/strategy/retail/connect_retail.html+&cd=1&hl=en&ct=clnk&client=opera)

[q=cache:WSU4N0fgVdUJ:www.cisco.com/](http://webcache.googleusercontent.com/search?q=cache:WSU4N0fgVdUJ:www.cisco.com/cisco/web/UK/solutions/strategy/retail/connect_retail.html+&cd=1&hl=en&ct=clnk&client=opera)

[cisco/web/UK/solutions/strategy/retail/connect_retail.html+&cd=1&hl=en&ct=clnk&client=opera](http://webcache.googleusercontent.com/search?q=cache:WSU4N0fgVdUJ:www.cisco.com/cisco/web/UK/solutions/strategy/retail/connect_retail.html+&cd=1&hl=en&ct=clnk&client=opera)

NEW QUESTION: 60

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

A. CIO/CMO

B. CEO/CFO

C. CEO /CIO

D. CIO/CFO

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

Which two options are benefits of adding Cisco and Partner services to help deliver business outcomes?

(Choose two.)

A. Increased profitability.

- B. Increased revenue.
- C. Reduced ROI.
- D. Reduced customer loyalty.
- E. Increased OPEX.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

Which option is classified as a challenge when trying to determine outcomes for different industry verticals?

- A. Collaboration and pervasive video solutions.
- B. An increase of 10% in the revenue.
- C. Collaboration between geographically disperse sales and operations teams.
- D. Staff reduction in about 10%.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Which two options are characteristics you will find on a roadmap of business-aligned IT initiatives?

(Choose two.)

- A. Must contain the details of the sales proposal.
- B. Must involve the appropriate group intelligence and profile a specific level of detail.
- C. Must target the right approach.
- D. Must include network diagrams of all the solutions involved.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 64

Which two steps are within the ITIL Continual Service Improvement (CSI) seven step process for service improvement?

- A. Reporting to decision makers
- B. Measuring the ROI
- C. Collecting the data
- D. Managing stakeholders

E. Implementing change

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Reference <https://www.greycampus.com/blog/it-service-management/itil-continual-service-improvement-7-step-improvement-process>

NEW QUESTION: 65

Which option describes a benefit of using a Balanced Scorecard approach to performance measurement?

- A. Allows management to focus their full attention on one outcome at a time
- B. Indicates the financial return on investment for a project
- C. Allows project managers to detect and mitigate problems as they arise
- D. Combines qualitative and quantitative metrics to give a well-rounded view of the performance of a project

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

Which two options are recommended steps for building business acumen? (Choose two.)

- A. Attend industry conferences and interest groups.
- B. Complete an industry-recognized certification.
- C. Talk with key stakeholders.
- D. Develop a strong understanding of Cisco industry solutions.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

NEW QUESTION: 67

A customer has previously implemented a Cisco network management solution. You have an opportunity to improve security and threat detection. Which approach is an appropriate way to tie together the benefits of the solutions?

- A. Select the top five value-added aspects of the security solution, and model the financial benefit under three scenarios. This exercise gives insight into possible levels of benefit.
- B. Explain how the security software leverages underlying capabilities of the network management solution.
- C. Describe how proprietary technology elements provide the customer with the most advanced solution, which eliminates risk to a business unit.
- D. Identify the financial benefits not yet realized with the network management solution, and ensure they can be attained through the security solution.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Which LoB focuses primary on growth, profit, people, and cash assets?

- A. Customer Services
- B. Senior Leadership
- C. Sales
- D. Finance

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

Which two options are principles of the Cisco business outcomes sale? (Choose two.)

- A. Initiate the conversation stating the competitive advantages of the Cisco solutions.
- B. Define outcomes which are time-bound.
- C. Always provide as much technical detail as you can.
- D. Evolve to an outcome approach; as customers require, use product and solution selling.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

When assessing the solutions and services opportunities to increase the pipeline growth, which three options must be covered by the solution? (Choose three.)

- A. Rollout strategy.
- B. Cisco team solution knowledge.
- C. What capabilities need to be supported.
- D. What must be delivered.
- E. Partner's team technical knowledge.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

Why is it important for the customer to communicate the plan to deploy an IT solution to his or her organization?

- A. So that the CEO approves the deployment.
- B. So that the Cisco Partner can claim the Software Activation promotion credits.
- C. Because communicating gives the IT organization more relevancy.
- D. Because communicating provides the organization with a vision of the benefits and an expectation to realize the results.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

Which two options are the purposes of change management? (Choose two.)

- A. To extinguish risks that are related to the business needs
- B. To guarantee business risk is managed and minimized.
- C. To help increase the adoption of the technology solution.
- D. To ensure that all authorized changes support business needs and goals.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Which two options are the main areas where customers see the benefits of their investments? (Choose two.)

- A. Operations
- B. Payroll
- C. Supply
- D. Demand

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

Which two options are perceived costs of maintaining outdated technology? (Choose two.)

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

How might an understanding of business and technology dependencies assist in the development of a phased implementation roadmap?

- A. By helping to determine the most effective order in which each technology component should be implemented.
- B. By determining the level of technical and business support needed to implement each roadmap component.
- C. By enabling the creation of a risk mitigation plan to mitigate or reduce risk.
- D. By focusing the Solution Architect onto the most mission-critical aspects of the solution first.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

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 needed by the customer, the partner will confirm if the solutions sold helped solve the problem.
- D. 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.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 78

Which two options are true regarding chargeback and showback? (Choose two.)

- A. Showback provides departments with visibility to their consumption of IT services but do not directly pay for the services.
- B. Chargeback is an internal billing mechanism where departments directly pay for their consumption of IT services.
- C. Showback is an internal billing mechanism where departments directly pay for their consumption of IT services.
- D. Chargeback provides departments with visibility to their consumption of IT services but do not directly pay for the services.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

What should an adoption communications plan include?

- A. Key messages, target audience, communications channels, roles and responsibilities and success metrics.
- B. Target audience, communications channels, sales quota, roles and responsibilities.
- C. Key messages, sales forecast, communications channels, roles and responsibilities and success metrics.
- D. Sales forecast, communications channels, roles and responsibilities and sales metrics.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 80

Which type of outcomes do the LoB leaders look for?

- A. Business

- B. Financial
- C. IT innovation
- D. IT operations

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

Which three options are potential Cisco and Partner benefits of agreeing to regular, formal, follow-up meetings post implementation? (Choose three.)

- A. Increased profit margin from the project
- B. Opportunity to promote special offers to the customer
- C. Increased levels of customer satisfaction
- D. Opportunity to identify further opportunities
- E. Faster time to sale
- F. Closer relationship with the customer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

Which task is part of the Qualification phase of the Cisco Integrated Sales Process?

- A. Define customer business issue.
- B. Gain customer approval of the solution design.
- C. Align the preliminary solution to the business issue
- D. Inquire about the customer budget

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

Which option is a tool that the sales professional can use to obtain information from peers, customers, and supervisors to gauge their strengths and opportunities for improvement?

- A. Exploratory interviews
- B. Business conversations
- C. 360-Degree feedback
- D. Structured surveys

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Reference <https://www.qualtrics.com/support/research-resources/employee-360-feedback/>

NEW QUESTION: 84

When would you say your customer has adopted a solution?

- A. When the solution is deployed and there has been one year with no operating issues.
- B. When the solution is deployed.
- C. When they purchase the solution from the Cisco partner.

D. When the solution is deployed, features and options are activated, and customer is realizing the benefits of your value proposition.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

Which tool can determine the lines of business that add value to the customer's business?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

Which is the result of establishing goals, objectives and smart objectives in an organization?

- A. An appropriate Project Management
- B. A better business model canvas
- C. Measured results with KPIs
- D. A better Business Process

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 87

Which option describes the activity in the Proposal phase of the Cisco Integrated Sales process?

- A. Engage customer decision makers
- B. Determine the appropriate solutions and services
- C. Understand the business, industry vertical, and needs
- D. Understanding goals, priorities, and focus areas

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Reference http://www.cisco.com/web/ANZ/partners/partner_enable/docs/

What_Cisco_tools_to_use_when.pdf

NEW QUESTION: 88

How can you gain customer credibility regarding the benefits of the solution proposed?

- A. By proposing measurable objectives.
- B. Presenting a detailed solution design.
- C. Advising the customer that the proposed solution is complete.
- D. With a cost / benefits analysis of the solution.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

Which two roles must the sales professional fulfill? (Choose two.)

- A. Customer Champion
- B. Best Friend
- C. Emotional Coach
- D. Trusted Advisor

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 90

What are the two recommended steps to managing benefits realization? (Choose two.)

- A. Detail the action for achieving each benefit.
- B. Create a stakeholder management grid.
- C. Identify each benefit to be realized by the benefits realization process.
- D. Create KPIs that relate to each CSF.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

Reference <https://www.pmi.org/-/media/pmi/documents/public/pdf/learning/thought-leadership/benefits-realization-management-framework.pdf>

NEW QUESTION: 91

Which activities are recommended to help realize and validate customer value? (Choose two.)

- A. Initiate discussions on further opportunities for utilizing technology to generate strategic or operational business outcomes
- B. Identify business, operational and technology innovation outcomes and tracking
- C. Validate achievement of outcomes with the customer
- D. Review previous case studies with the customer to show potential value from the proposed technology initiative
- E. Demonstrate the latest technology innovations to business stakeholders

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

Which option describes the recommended process for managing service improvement?

- A. Determine requirements. Gather data and analyze data. Take corrective action. Report on outcomes.

B. Define intended measurements. Gather, process and analyze the data. Present the information.

Implement corrective action.

C. Determine requirements. Gather data. Analyze problems. Report on outcomes.

D. Take measurements. Implement corrective action. Take new measurements.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 93

Which two options are additional metrics, beyond KPIs, to measure success? (Choose two.)

A. Customer loyalty.

B. Price increases.

C. Reduced implementation timelines.

D. Technology adoption.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 94

Which two options are part of the sales leadership role in outcome-based selling? (Choose two.)

A. Helping the systems engineers construct the appropriate Build of Materials.

B. Allowing the sales team to forecast with an understanding of where the customer is in the buying process.

C. Providing visionary leadership.

D. Providing an understanding of the average ticket size of the customer.

E. Ensuring the stakeholders are empowered to make the sales decisions.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 95

Which two options are benefits that the customer sees when the partner creates a roadmap that aligns IT initiatives to the customer business? (Choose two.)

A. Elevate the relevance of the IT department.

B. Revenue growth.

C. Clear view of IT investments.

D. Technology adoption.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 96

Which are the features that a KPI must have in order to have better impact on the organization goals?

A. Complex KPIs

B. Several KPIs to measure every process

C. Risky but transformative

D. Clear and specific KPIs

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 97

Which two considerations should you take into account when communicating the business outcomes story? (Choose two.)

- A. Keep the meeting time to a minimum.
- B. Know your audience and what is of interest to them.
- C. Be aware of the length of your presentation.
- D. Provide a detailed explanation of all technical information.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 98

Which two options are stages of the Benefit Realization Management for realizing benefits? (Choose two.)

- A. identification
- B. monitoring and review
- C. roles assignment
- D. accounting

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

In which phase of the Cisco Integrated Sales Process must the ROI be presented?

- A. Closing
- B. Proposal
- C. Prospect
- D. Agreement
- E. Qualification

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 100

What is the purpose of the Solution Business Impact Index?

- A. It is a matrix that lists the solutions and business priorities of the customer, and ranks the solutions according to the impact they generate.
- B. It is an alternative to the business outcome-based sales approach.
- C. It is a chart to display the importance of Cisco technologies.
- D. It is a number that identifies how sooner in the implementation roadmap should the benefits appear.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

Which two options are reasons an organization conducts Business Transformation? (Choose two.)

- A. inefficient processes
- B. reduced profit
- C. consumerization
- D. lack of discipline

Answer: ([SHOW ANSWER](#))

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