

## Free PassLeader 820-424 Exam Dumps with VCE and PDF Download (Question 91 - Question 100)

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QUESTION 91 Which tool or document can help you identify areas of gaps in knowledge about your customer's overall strategy and operating model? A. Business Model Canvas B. An account coverage plan for your team's territory C. A win/loss review from a proposal delivered to the customer 12 months ago D. Customer's communications plan for the rollout of a new application Answer: A

QUESTION 92 The business value approach helps you to do what? A. Ensure that requirements gathering takes the smallest possible resource and time B. Use various techniques to add value through the discovery process C. Bring sales opportunities earlier into the customer business roadmap, to avoid risks from possible budget cuts D. Increase revenue and profit, by bundling services instead of using customer staff for implementation work Answer: B

QUESTION 93 Which two are elements of a business case? (Choose two.) A. Assumptions B. Estimated Benefits C. Roll out schedule D. Product feature list Answer: AB

QUESTION 94 A value chain analysis places focus on which two main areas? (Choose two.) A. Support processes B. Primary activities C. Financial liabilities D. Ecosystem competitors E. Impact of newest technology features Answer: AB

QUESTION 95 Which piece of data should give you insight into a top executive stakeholder's business priorities? A. The number of people in their organization B. List of programs for which the executive sits on a steering committee C. Background on the executive's personal interests D. Names of system integrators on the company's pre-authorized vendor list Answer: B

QUESTION 96 Which is true of a Business Motivation Model? A. It includes detailed financial goals for the customer B. It compares the priorities across levels of the customer organization C. It describes influences that are behind customer priorities and operating activities D. It requires that you understand the customer's bonus plan for executives Answer: C

QUESTION 97 What two factors could influence the duration of a transition? (Choose two.) A. Budget cycle and funding B. Capability complexity C. The # days it takes to deliver a proposal for a briefing on advanced technology D. Availability of IT resources for backup and recovery Answer: AB

QUESTION 98 Assuming the customer is a retail store chain, which describes a business benefit from using technology? A. A new video system with a strong track record for quality is implemented. B. Store managers better understand their compensation plan, since wording is simpler. C. Higher revenue per customer is possible, based on personalized tips being sent to shopper smartphones. D. IT staff completes a performance management software tool upgrade on time. Answer: C

QUESTION 99 Which statement about a "viewpoint" is true? A. A viewpoint and statement of requirements are equivalent in accuracy B. Viewpoints describe a stakeholder's preference and desired capability C. Requirements can be met, while viewpoints reflect stretch goals that are more difficult to realize D. For a viewpoint to be considered, you should confirm at least three stakeholders agree it is a top priority Answer: B

QUESTION 100 A Line of Business executive wants to gain their team's support for a new approach to customer service. What does a Business Model Canvas help them convey? A. Target state capabilities B. The company's current value chain C. A prioritized list of current pain points D. Best practice metrics and industry benchmarks Answer: A

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