

Vendor:Cisco

**Exam Code:**820-421

**Exam Name:** Applying Cisco Specialized Business

Value Analysis

Version: Demo

## **QUESTION 1**

Which would you reflect through a "To-Be" Business Model Canvas?

- A. The customer\\'s desired top capabilities to increase productivity
- B. Detailed process handoff criteria
- C. A recommended organization structure for the IT department
- D. A sequence of projects to deliver new collaboration features for the customer\\'s service reps

Correct Answer: A

## **QUESTION 2**

Which two reflect buy-in to an implementation approach? (Choose two.)

- A. Customer commitment to move forward
- B. Agreement on basics of solutions
- C. Actual benefits are realized
- D. Selections identified for configuring components

Correct Answer: AB

## **QUESTION 3**

Which is true regarding a first pass draft of the business case?

- A. Include a baseline for major costs and benefits, as a starting point for deeper analysis
- B. You should not include costs of services, because resources might not be available to deliver the project
- C. Only start thinking about the first draft once you have a full picture of deployment and transition costs
- D. Ask the customer to commit on a specific deployment schedule, so you can accurately identify the timing of rollout expenses

Correct Answer: A

#### **QUESTION 4**

Which statement 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

Correct Answer: B

#### **QUESTION 5**

When 802.1X is implemented, how do the client (supplicant) and authenticator communicate?

- A. RADIUS
- B. TACACS+
- C. MAB
- D. EAPOL

Correct Answer: D

#### **QUESTION 6**

What is an example of a financial benefit?

- A. More important to senior executives than to mid-level managers
- B. Estimates of value for which the customer finance executive has given you written evidence of agreement
- C. The highest priority impacts available to customers, from implementing an IT solution
- D. Estimates of monetary value which the customer could realize, after paying for the solution costs

Correct Answer: D

## **QUESTION 7**

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

Correct Answer: AB

#### **QUESTION 8**

Which corresponds to the definition of a blueprint?

- A. A detailed set of plans that describes an overall architectural landscape
- B. A senior executive\\'s personal action plan to drive higher revenues
- C. A list of business goals to be achieved over 6 months or less
- D. A detailed set of plans that describe how available IT staff will be redeployed

Correct Answer: A

#### **QUESTION 9**

Which is the preferred aid to help you structure discovery meetings with customers?

- A. IT cost analysis
- B. Business case for the last two proposals
- C. An article with a checklist showing advantages of your product vs.competitors
- D. Strategic Question Asking Framework

Correct Answer: D

### **QUESTION 10**

What relieves a customer\\'s pain points and directly enables business results?

- A. Smart Solutions
- B. Analysis of a customer\\'s value chain
- C. Cisco Validated Designs
- D. Industry best practice Business Model Canvas

Correct Answer: A

#### **QUESTION 11**

Which is true, regarding mapping solutions and capabilities?

- A. You should prioritize those capabilities for which Cisco has the biggest competitive advantage over other IT firms
- B. Focus your time and the customer\\'s attention on a few capabilities that make a strong impact
- C. Ask the customer IT leader which capabilities they need more details on , in order to plan installation activities

D. Allocate your project efforts so you can promote the highest number of solution features in a recommendation to the customer

Correct Answer: B

## **QUESTION 12**

What tool would you use as a starting point to identify future capability requirements?

- A. Root cause analysis
- B. Business motivation model
- C. Value chain model
- D. A `to-be\\' business model canvas

Correct Answer: D

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