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QUESTION 101 Who are the two primary users of an implementation strategy? (Choose two.) A. the technical architect B. the leaders for training C. executive sponsor and steering committee D. the program leader responsible for achieving business results E. major work package owners Answer: DE

QUESTION 102 Which action is the recommended way to mitigate or minimize risks? A. Assign the most experienced resource to a single risk item. B. Add customer IT personnel to the project team so that they can bear responsibilities along with Cisco and the Partner. C. Rate the priority and potential impact from risks and assign resources accordingly. D. Include more capabilities in the solution to reduce risks without concern about the cost or timeframe impacts. Answer: C

QUESTION 103 Which option describes what a change leader is responsible for? A. telling people how they should do their work B. assigning key people to be role models C. planning to fill open jobs D. deciding how to give out favors Answer: B

QUESTION 104 Which action should be done when you present the business case to stakeholders? A. Focus mainly on near-term investments and leave discussion about rollout until after a pilot is complete. B. Give a comprehensive picture of the costs, benefits, and considerations that the customer should think about. C. Ask the IT executive to publicly commit their support for your recommendation. D. Be cautious when you discuss the risks that the organization should consider to gain support without raising possible challenges. Answer: B

QUESTION 105 The 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. Explain how the security software leverages underlying capabilities of the network management solution. B. Describe how proprietary technology elements provide the customer with the most advanced solution, which eliminates risk to a business unit. C. Identify the financial benefits not yet realized with the network management solution, and ensure they can be attained through the security solution. D. 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. Answer: A

QUESTION 106 You are working on a project to install a new RFID system for a logistics company. Which obstacle to realizing benefits should you expect? A. The users have not been trained to capture before and after data points. B. Transaction volumes are 5% different than expected. C. The system is in a pilot stage. D. The infrastructure has not been in production mode for at least 3 months. Answer: A

QUESTION 107 Which option is a nonfinancial impact? A. number of new sales wins due to improved collaboration B. percentage reduction in attrition (resignations) among customer service reps due to improved tools C. retirement of servers previously used for capacity spikes D. improved brand image and reputation, as reflected in an informal set of interviews by someone writing an industry blog Answer: D

QUESTION 108 Which option is recommended when you document potential solution options? A. Only list two possible choices to make it easiest for the customer to make a selection. B. Communicate information about various options at a relatively similar level of detail. C. Provide analysis to the lowest level of detail for each of the available choices. D. Only provide data on Cisco and Partner solutions. If ecosystem partners are used in the solution, refer the customer to these companies for solution information. Answer: B

QUESTION 109 Which action should be done to assess training needs? A. Ask managers if their employees need new skills. B. Look at prior problem tickets. C. Conduct interviews with people who represent major user roles. D. Identify where the system is most confusing to use. Answer: C

QUESTION 110 Which statement explains why a requirement is different than a viewpoint? A. Requirements are subjective and viewpoints are fact. B. Requirements must come from one person. C. Requirements state needs and viewpoints are thoughts. D. Requirements come from users and viewpoints come from executives. Answer: C

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