Cisco

820-427 Exam

Building Business Specialist Skills (BTBBSS)

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Question: 1

DRAG DROP

Match the industry framework on the left to the correct domain on the right.	
TOGAF	To achieve very high quality standards
Six Sigma	To identify and manage resources against a schedule
MSP	To govern or coordinate several related efforts
Prince II	To align business strategy, processes, and measurements with technology architecture

Answer:

Six Sigma
Prince II
MSP
TOGAF

Question: 2

DRAG DROP

Match the examples with either Key Performance Indicators (KPI) or Critical Success Factors (CSF).	
Year-to-Year percentage growth in revenue by customer	KPI
Service policies lead to a customer retention rate of 95% or higher	KPI
Annual expenses stay within budget unless approved by an authorized Finance Executive	CSF
Percent of customer service requests that were resolved without transferring to a second representative	CSF

Answer:

Year-to-Year percentage growth in revenue by customer

Percent of customer service requests that were resolved without transferring to a second representative

Service policies lead to a customer retention rate of 95% or higher

Annual expenses stay within budget unless approved by an authorized Finance Executive

Question: 3

DRAG DROP

Match the examples of strategy, management, and operations with their proper category.	
Authorization levels for waiving credit card fees	Strategy
Grow revenue by expanding into emerging markets through business partners	Strategy
Monthly reviews of actual vs. budget results	Management
Quality improvement plans for an inventory management department	Management
Respond faster to new market opportunities by deploying Fast-IT teams within major divisions	Operations
Monthly reviews of customer service metrics	Operations

Answer:

Grow revenue by expanding into emerging markets through business partners
Respond faster to new market opportunities by deploying Fast-IT teams within major divisions
Monthly reviews of actual vs. budget results
Monthly reviews of customer service metrics
Authorization levels for waiving credit card fees
Quality improvement plans for an inventory management department

Question: 4

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

Question: 5

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

Question: 6

Which is a critical first step when thinking about how to communicate technical content to a senior business manager?

A. Identify a person on her staff who can explain details.
B. Listen to the customer to understand her KPIs.
C. Plan out your message to explain potential options.
D. Draft a high level message using language pulled from the top IT vendors.

Answer: B

Question: 7

Your company wants to increase sales by selling in new countries and by getting more repeat orders and revenue from current customers. What is one technique that can help to communicate how technology solutions can improve business outcomes?

A. Prepare a detailed cause and effect model.
B. Benchmark different technology solutions to identify the best mix of hardware and software.
C. Prepare a visual diagram showing the current business operation and possible future scenarios with different technology solutions in place.
D. Create a document that has a summary of current problems followed by detailed descriptions of technology features that reduce operating costs.

Answer: C

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