

# Building Business Specialist Skills

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### Question 1

DRAG DROP

Select and Place:

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

Options:

A.

Match the industry framework on the left to the correct domain on the right.	
	Six Sigma
	Prince II
	MSP
	TOGAF

Answer: A

Explanation:

Business Context

Explanation:

### Question 2

DRAG DROP

Select and Place:

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

Options:

A.

Match the examples with either Key Performance Indicators (KPI) or Critical Success Factors (CSF).	
	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

Answer: A

Explanation:

Business Context

Explanation:

### Question 3

DRAG DROP

Select and Place:

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

**Options:**

A.

Match the examples of strategy, management, and operations with their proper category.	
	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

**Answer: A**

**Explanation:**

ness Context

Explanation:

**Question 4**

What two statements correctly describe vision or mission? (Choose two.)

**Options:**

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.)

**Options:**

- 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?

**Options:**

- 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?

**Options:**

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**

### Question 8

When asked about IT skills gaps, where does "Speak business language" fall in a list of concerns?

**Options:**

A. "Speak business language" would be helpful to improve, but not among the most critical gaps.

B. The ranking varies depending on the industry and whether the business person is new in their job.

C. "Speak business language" is consistently mentioned as a top concern for IT professionals.

D. "Speak business language" is a very low priority but moving higher because business people need to learn

the terms for technologies like cloud.

**Answer: C**

### Question 9

What is a recommended technique for building a good relationship with someone who has a dominating or very strong personality?

**Options:**

- A. 1. Be direct and clear. 2. Stick to the topic, with little discussion about things outside of work.
- B. 1. Use humor to create an informal environment. 2. Use emotional language or speak in extreme terms --

like "outstanding" or "I love that idea".

- C. 1. Make sure to get your points out first and explain why they are right. 2. Be prepared for criticism and

have a couple of topics ready where you will immediately give in.

- D. 1. Discuss the person's interests outside of work. 2. Limit the conversation to just two topics, since the

conversation will likely go into detailed stories about experiences.

**Answer: A**

### Question 10

Which two communications or interpersonal skills are critical for an Enterprise IT Business Specialist? (Choose two.)

**Options:**

- A. Ability to build relationships
- B. Ability to explain design decisions in multiple languages
- C. Ability to plan and schedule complex data migration
- D. Ability to influence others
- E. Ability to interpret financial statements

**Answer: A, D**

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