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Building Business Specialist Skills

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Topic 1, Business Context

QUESTION NO: 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:

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

Explanation:

Six Sigma
Prince II
MSP
TOGAF

QUESTION NO: 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:

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

Explanation:

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 NO: 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:

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

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

Explanation:

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 NO: 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.