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QUESTION 71 What is the definition of "Cost Structure" in the Business Model Canvas? A. Cost of performing all business activities B. Cost of performing IT activities C. Cost of performing HR activities D. Cost of performing purchasing activities Answer: A

QUESTION 72 Which option represents a customer pain point? A. Salesperson attrition is higher than competitors B. The customer's top accounts plan higher budgets next year C. A competitor to Cisco has a strong relationship with the CEO D. The company has upcoming contract negotiations with a labor union Answer: A

QUESTION 73 Which represents a customer opportunity? A. Regulations around the customer's products are being eased, opening up new markets B. Customer sat is pointing to a problem with warranty support C. A competitor to Cisco is exiting the market D. The IT department has more budget to spend on network capacity Answer: A

QUESTION 74 Which action should you take when you analyze financial and non-financial factors for a business case? A. Remain objective, using facts where possible and assumptions where needed B. Use assumptions for financial items more heavily, but leave nonfinancial items more general C. Ask the customer business executive to sign off on nonfinancial factors because the IT department typically has limited impact on them D. Limit communications to only a few nonfinancial factors because they are of little impact on a decision Answer: A

QUESTION 75 Which statement about implementation timelines is true? A. They should allow for the shortest total project elapsed time, regardless of risk B. They should have a good balance across a variety of business groups C. The timing should be realistic, given the scope, budget, risk, and potential benefits D. The duration should be set by a single executive sponsor so that accountability is easiest to determine Answer: C

QUESTION 76 Which action is the recommended way to address a business constraint on "user training time"? A. Create a self-study module and inform users that they are responsible to train themselves as time allows B. Revise the training so that it fits into time available from the busiest users C. Train a core set of users and develop a plan for them to get others to the required level of execution capability D. Extend the project timeline and delay future deployment or the next phase until users are trained Answer: C

QUESTION 77 Which statement about a forum for feedback is true? A. It is used to broadcast status B. It is for managers only C. It provides a way to exchange positive and negative things that happen D. It is the best way to announce training Answer: C

QUESTION 78 Which option is part of an implementation strategy? A. sequence of major work packages or projects B. design criteria for meeting security requirements C. maintenance schedule for hardware D. anticipated transaction volumes during periods of maximum activity Answer: A

QUESTION 79 Which statement about SWOT analysis is true? A. Strengths can be turned into competitive advantage by aligning with opportunities B. Weaknesses most likely can be relieved by higher investment in technology C. Opportunities indicate details of sales situations that the company has within their pipeline D. A threat indicates long-term concerns that the customer should address within a three- year period Answer: A

QUESTION 80 Which options describes a main objective for identifying Cisco Architectures and Smart Solutions early in the sales process? A. to give the account team the most elapsed time for closing a sale with the customer B. to influence the customer's requirements so that they fit the Cisco solutions portfolio C. to provide a baseline for the solutions design activities, and to leverage proven offerings in the Cisco portfolio D. to keep the opportunity more focused on standard solutions vs. needing to design out custom or account-specific capabilities Answer: C

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