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QUESTION 1

You need to identify which question to ask key stakeholders when assessing how to improve the Contoso sales process. Which question should you ask?

A. What is the software life-cycle for App1?

B. What is the attrition rate for the sales department?

C. How much does each revenue-generating Sales department employee cost per hour?

D. How many revenue-generating Sales department employees utilize App1 information to access and update key account information?

Correct Answer: D

QUESTION 2

You are evaluating improvements to the Fabrikam certification process. You need to recommend a solution to achieve the companys business goals. What should you recommend?

A. Automate the employee certification renewal and scheduling cycle.

B. Update users to the latest version of the spreadsheet application to enable new reporting features.

C. Provide a collaborative workspace by using Windows SharePoint Services to share Microsoft office Excel certification spreadsheets.

D. Provide a collaborative workspace by using Microsoft Office Groove 2007 to share Microsoft Office Excel certification spreadsheets.

Correct Answer: A

QUESTION 3

You need to identify which issue has the greatest business impact on the Contoso sales process. What should you identify?

A. Sales employees have difficulty accessing accurate sales information.

B. Sales employees spend too much time maintaining customer information.

C. The Human Resources department will need to hire additional sales employees.

D. The Human Resources department will need to hire additional helpdesk employees.

Correct Answer: B

QUESTION 4

You need to limit the scope of the sales proposal generation process to ensure that it is completed by the end of a three-day business value planning services (BVPS) workshop. What should you do?

A. Include the entire CV process and an application integration plan.

B. Limit the scope to the CV process, workflow, and accuracy. Only include high-level cost and financial benefit details.

C. Limit the scope to the CV process, workflow, and accuracy. Include a detailed business case and an implementation plan.

D. Capture the entire professional services resource planning process. Only include high-level cost and financial benefit details.

Correct Answer: B

QUESTION 5

The recommended proposal development process requires an initial investment of $180,000 and annual operational costs of $20,000. You need to identify how much annual revenue must be generated to achieve a complete return on investment in three years. Which amount should you identify?

A. $60,000

B. $80,000

C. $200,000

D. $240,000

Correct Answer: B

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