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**QUESTION 1**

What is one reason to include a data analytics specialist in design work for a new customer service portal?

- A. To ensure the best user experience for long-time customers
- B. To provide a starting point for analyzing and reporting on customer trends
- C. To validate that current backup and recovery processes can support the new application
- D. To identify data entry fields on which help desk personnel will require special training

Correct Answer: B

QUESTION 2

When discovering the potential solution options for addressing business needs, what is the purpose of doing a gap analysis?

- A. A way to understand the difference between the current situation and a future state vision
- B. A way to understand the difference between customer requirements and a specific technology provider's portfolio
- C. A way to determine what level of additional resources can accomplish development and implementation activities in a shorter time duration
- D. A way to understand the difference between performance requirements and the standard or benchmark as understood when a technology component was purchased

Correct Answer: A

QUESTION 3

Your company is launching a new business and leaders are unsure if government regulations will limit growth. You are planning to discuss the business case with a Finance Director. What are two elements of value that you should focus on? (Choose two.)

- A. Mitigating or limiting the impact of risks
- B. Steady costs with three good options that Finance can use for charging different departments for their pieces of the infrastructure
- C. Whether purchasing the solution in pieces will make it easier to recruit highly creative software developers
- D. Flexibility to change service level specifications in a contract with clearly identified costs for different commitments from the providers
- E. Whether leasing the solution is a better way to recruit for the future

Correct Answer: AD



QUESTION 4

What method is recommended for mapping out an organization's current processes and to design future processes?

- A. Drawing a business model diagram
- B. Querying relational databases
- C. Writing detailed descriptions
- D. Drawing hierarchical matrixes

Correct Answer: A

QUESTION 5

A large company acquires a smaller, more innovative start-up company. What should you think about to ensure a smooth transition to your solutions?

- A. Upon startup of each laptop, universally distribute updates of corporate software without asking for user agreement.
- B. Require setup on a physical connection instead of offering flexible, mobile access.
- C. Prioritize security policies while allowing user flexibility to try new things.
- D. Institute more frequent alerts because they are new to the company.

Correct Answer: C

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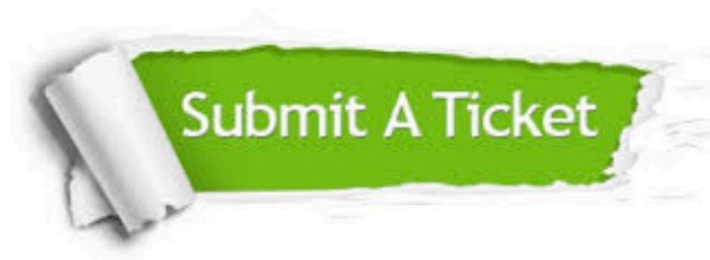
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