



# 820-427<sup>Q&As</sup>

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#### QUESTION 1

Which is a critical first step when thinking about how to communicate technical content to a senior business manager?

- A. Identify a person on their staff who can explain details to them
- B. Gather information and assess their level of interest and knowledge about technical topics
- C. Plan out your message to explain the problem, situation and options - before communicating a decision or recommendation
- D. Draft a high level message, which uses terms and language pulled from web sites from the top IT vendors

Correct Answer: B

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#### QUESTION 2

Which IT roles should be interested in requirements for solution adoption?

- A. The Project Manager and Executive Sponsor
- B. The lead application developer and the testing team leader
- C. Applications, infrastructure, and project management professionals
- D. The training lead and a user design subject expert

Correct Answer: C

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#### QUESTION 3

Which discovery methods or aids are typically free?

- A. Unlimited access to all reports from conferences run by research firms
- B. Government reports on the availability of access to broadband within different emerging countries
- C. Analysis of private company expenditures on technology
- D. White papers authored by consultants, industry professionals, analyst firms, or vendors

Correct Answer: D

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#### QUESTION 4

A business case shows that an investment has a positive return for a business unit. You suggest cloud-based Infrastructure-as-a-Service (IaaS) should be used instead of upgrading IT hardware in the company's data center. What two key items could have influenced the recommendation? (Choose two.)



- A. Some industry analyst reports say that on average, cloud services have decreased in price by 20% over the past two years.
- B. Your analysis of requirements shows that data center capacity requirements vary by 40% depending on the month of the year.
- C. The company's volume of revenue and transactions will double in the next year.
- D. The current data center is managed by an IT staff with an average of ten years of employment with the company.
- E. The required cloud services have been delivered in the market for three years by six or more companies. There is heavy price competition and the business unit does not expect to have special requirements.

Correct Answer: BE

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#### QUESTION 5

With reference to the Healthcare market, which can be seen as a compelling event representing an opportunity for virtual desktop technology?

- A. A legislator imposing the compliance to a common IT system running on a peculiar OS release
- B. Uprising of remote patient monitoring outside of conventional clinical settings
- C. A legislator imposing marketplaces to buy subsidized health insurance based on income
- D. An increase in the average age of the population in the major western countries

Correct Answer: A

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