



840-425^{Q&As}

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QUESTION 1

Which option is part of an implementation strategy?

- A. names of employees and their user IDs
- B. completion criteria for major work packages that are dependent on other projects
- C. name of the finance rep who is responsible for tracking costs
- D. response time requirements for executive quarterly update videos

Correct Answer: B

QUESTION 2

Why is it important for the customer to communicate the plan to deploy an IT solution to his or her organization?

- A. So that the CEO approves the deployment.
- B. So that the Cisco Partner can claim the Software Activation promotion credits.
- C. Because communicating gives the IT organization more relevancy.
- D. Because communicating provides the organization with a vision of the benefits and an expectation to realize the results.

Correct Answer: D

QUESTION 3

Which two options are true regarding chargeback and showback? (Choose two.)

- A. Chargeback is an internal billing mechanism where departments directly pay for their consumption of IT services.
- B. Showback is an internal billing mechanism where departments directly pay for their consumption of IT services.
- C. Chargeback provides departments with visibility to their consumption of IT services but do not directly pay for the services.
- D. Showback provides departments with visibility to their consumption of IT services but do not directly pay for the services.

Correct Answer: AD



QUESTION 4

Which statement about why stakeholder analysis for a large initiative can be challenging is true?

- A. A higher level of politics and uncertainty typically exists with larger initiatives.
- B. The IT department most likely has a higher level of influence as compared to other projects.
- C. The stakeholder analysis 2x2 framework -- interest vs. power -- only works for small scope projects.
- D. It is necessary to assess 90% or more of the stakeholders for an effort.

Correct Answer: A

QUESTION 5

Which option is the recommended scope for a work package?

- A. three business capabilities
- B. one technical subsystem
- C. one major business capability
- D. no recommended size

Correct Answer: C

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