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QUESTION 21 Which three options are actions to realize the benefits? (Choose three.) A. Progress should be measured once the solution is deployed. B. Should take into account the relationship with the stakeholder. C. Should focus on measurable results. D. May be based on assumptions and risks. E. Include actions on the way, plus those already identified. Answer: CDE

QUESTION 22 Which three options are stages of the Benefit Realization Management? (Choose three.) A. Benefits accounting. B. Benefits identification. C. Benefits roles. D. Benefit measurement, ranking and prioritization. E. Benefits monitoring and review. Answer: BDE

QUESTION 23 Which of the following describes a Viewpoint? A. A perspective expressed by one or more managers who share the same or similar role. B. A perspective expressed by one or more customers who may or may not share the same or similar role. C. The perspective or related set of concerns experienced by a group of stakeholders. D. An informal summary of project outcomes used in the management reporting and decision making process. Answer: C

QUESTION 24 How might an understanding of business and technology dependencies assist in the development of a phased implementation roadmap? A. By enabling the creation of a risk mitigation plan to mitigate or reduce risk. B. By determining the level of technical and business support needed to implement each roadmap component. C. By helping to determine the most effective order in which each technology component should be implemented. D. By focusing the Solution Architect onto the most mission-critical aspects of the solution first. Answer: C

QUESTION 25 Which three options are financial challenges when determining the financial value of a Cisco solution? (Choose three.) A. Financial resources are distributed across functional areas. B. Long term and cycles for deployment and adoption. C. Cost efficiencies and reductions. D. Difficulty to determine NPV. E. Increase revenue and margins. Answer: ABD

QUESTION 26 Which option is the best description for NPV? A. The adoption of licensed third-party solutions and services may result in a lower NPV. B. The NPV takes into consideration the direct and indirect costs of maintaining technology solutions and services. C. NPV is factored into the ROI calculation. D. The opportunity to reduce NPV is a measureable business outcome and benefit to the customer business. E. The NPV of technology solutions and services indicates the monetary value that those solutions bring to the business. Answer: E

QUESTION 27 Which two options are direct financial benefits of the outcome-based sales? (Choose two.) A. Increased NPV. B. Lower project costs. C. Process efficiencies. D. Faster time to market for new solutions. Answer: AB

QUESTION 28 Which two options are indirect financial benefits of the outcome-based sales? (Choose two.) A. Increased NPV. B. Lower project costs. C. Process efficiencies. D. Faster time to market for new solutions. Answer: CD

QUESTION 29 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. Answer: AD

QUESTION 30 What is the purpose of the Solution Business Impact Index? A. It is a number that identifies how sooner in the implementation roadmap should the benefits appear. B. It is a matrix that lists the solutions and business priorities of the customer, and ranks the solutions according to the impact they generate. C. It is a chart to display the importance of Cisco technologies. D. It is an alternative to the business outcome-based sales approach. Answer: B

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