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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 her staff who can explain details.
B. Listen to the customer to understand her KPIs.
C. Plan out your message to explain potential options.
D. Draft a high level message using language pulled from the top IT vendors.
Answer: B

QUESTION 2 Your company wants to increase sales by selling in new countries and by getting more repeat orders and revenue from current customers. What is one technique that can help to communicate how technology solutions can improve business outcomes?
A. Prepare a detailed cause and effect model.
B. Benchmark different technology solutions to identify the best mix of hardware and software.
C. Prepare a visual diagram showing the current business operation and possible future scenarios with different technology solutions in place.
D. Create a document that has a summary of current problems followed by detailed descriptions of technology features that reduce operating costs.
Answer: C

QUESTION 3 When asked about IT skills gaps, where does "Speak business language" fall in a list of concerns?
A. "Speak business language" would be helpful to improve, but not among the most critical gaps.
B. The ranking varies depending on the industry and whether the business person is new in their job.
C. "Speak business language" is consistently mentioned as a top concern for IT professionals.
D. "Speak business language" is a very low priority but moving higher because business people need to learn the terms for technologies like cloud.
Answer: C

QUESTION 4 What is a recommended technique for building a good relationship with someone who has a dominating or very strong personality?
A. 1. Be direct and clear. 2. Stick to the topic, with little discussion about things outside of work.
B. 1. Use humor to create an informal environment. 2. Use emotional language or speak in extreme terms -- like "outstanding" or "I love that idea".
C. 1. Make sure to get your points out first and explain why they are right. 2. Be prepared for criticism and have a couple of topics ready where you will immediately give in.
D. 1. Discuss the person's interests outside of work. 2. Limit the conversation to just two topics, since the conversation will likely go into detailed stories about experiences.
Answer: A

QUESTION 5 Which two communications or interpersonal skills are critical for an Enterprise IT Business Specialist? (Choose two.)
A. Ability to build relationships
B. Ability to explain design decisions in multiple languages
C. Ability to plan and schedule complex data migration
D. Ability to influence others
E. Ability to interpret financial statements
Answer: AD

QUESTION 6 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
Answer: B

QUESTION 7 Which is a recommended approach for gaining trust from stakeholders that you understand their needs?
A. Keep the conversations very specific to your areas of technical expertise.
B. Start discussions at a high level before focusing on detailed technical items.
C. Explain how you are fixing problems followed by asking questions such as where lower expenses fall in their list of priorities.
D. Start the discussion by providing examples of what you have done for other departments in the past.
Answer: B

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