

EXAMGOOD

QUESTION & ANSWER

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Exam : **820-427**

Title : Building Business Specialist
Skills

Version : Demo

1.DRAG DROP

| Match the industry framework on the left to the correct domain on the right. | |
|--|--|
| TOGAF | To achieve very high quality standards |
| Six Sigma | To identify and manage resources against a schedule |
| MSP | To govern or coordinate several related efforts |
| Prince II | To align business strategy, processes, and measurements with technology architecture |

Answer:

| Match the industry framework on the left to the correct domain on the right. | |
|--|-----------|
| TOGAF | Six Sigma |
| Six Sigma | Prince II |
| MSP | MSP |
| Prince II | TOGAF |

2.DRAG DROP

| Match the examples with either Key Performance Indicators (KPI) or Critical Success Factors (CSF). | |
|---|-----|
| Year-to-Year percentage growth in revenue by customer | KPI |
| Service policies lead to a customer retention rate of 95% or higher | KPI |
| Annual expenses stay within budget unless approved by an authorized Finance Executive | CSF |
| Percent of customer service requests that were resolved without transferring to a second representative | CSF |

Answer:

Match the examples with either Key Performance Indicators (KPI) or Critical Success Factors (CSF).

| | |
|---|---|
| Year-to-Year percentage growth in revenue by customer | Year-to-Year percentage growth in revenue by customer |
| Service policies lead to a customer retention rate of 95% or higher | Percent of customer service requests that were resolved without transferring to a second representative |
| Annual expenses stay within budget unless approved by an authorized Finance Executive | Service policies lead to a customer retention rate of 95% or higher |
| Percent of customer service requests that were resolved without transferring to a second representative | Annual expenses stay within budget unless approved by an authorized Finance Executive |

3.DRAG DROP

Match the examples of strategy, management, and operations with their proper category.

| | |
|--|------------|
| Authorization levels for waiving credit card fees | Strategy |
| Grow revenue by expanding into emerging markets through business partners | Strategy |
| Monthly reviews of actual vs. budget results | Management |
| Quality improvement plans for an inventory management department | Management |
| Respond faster to new market opportunities by deploying Fast-IT teams within major divisions | Operations |
| Monthly reviews of customer service metrics | Operations |

Answer:

| Match the examples of strategy, management, and operations with their proper category. | |
|--|--|
| Authorization levels for waiving credit card fees | Grow revenue by expanding into emerging markets through business partners |
| Grow revenue by expanding into emerging markets through business partners | Respond faster to new market opportunities by deploying Fast-IT teams within major divisions |
| Monthly reviews of actual vs. budget results | Monthly reviews of actual vs. budget results |
| Quality improvement plans for an inventory management department | Monthly reviews of customer service metrics |
| Respond faster to new market opportunities by deploying Fast-IT teams within major divisions | Authorization levels for waiving credit card fees |
| Monthly reviews of customer service metrics | Quality improvement plans for an inventory management department |

4.What two statements correctly describe vision or mission? (Choose two.)

- A. A mission is a statement of the purpose of a company.
- B. A vision is what a company wants to become in the mid-term or long-term future.
- C. A vision describes actions the organization will take to achieve specific goals.
- D. A mission identifies the company's planned investments to increase revenue.
- E. A vision is only used by for-profit companies.
- F. A mission is only used by public sector organizations.

Answer: A,B

5.What two statements are true about Key Performance Indicators (KPIs)? (Choose two.)

- A. A KPI is a quantifiable metric of the performance of essential operations and/or processes in an organization.
- B. A KPI provides the focal point for identifying how much risk a company can take in trying to avoid government fines.
- C. A KPI could reflect the performance of Service Providers in achieving their goals and objectives.
- D. KPIs are based on judgment, and therefore should be used carefully when defining the value of a technology solution.

Answer: A,C