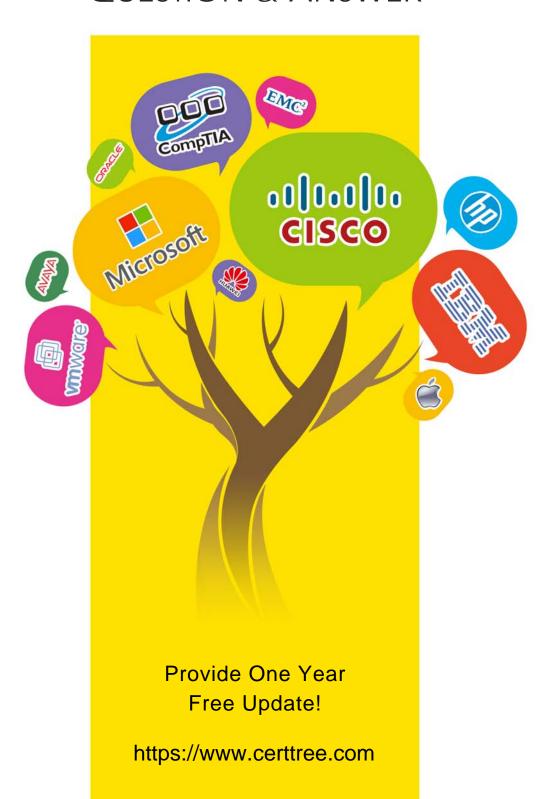
HIGHER QUALITY BETTER SERVICE

CERTTREE

QUESTION & ANSWER



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:

management department

atch the examples of strategy, management, and operati	ons with their proper category.
Authorization levels for waiving credit card fees	Grow revenue by expanding into emerging market 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

- 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