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問題集

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Exam : **810-440**

Title : Adopting The Cisco
Business Architecture
Approach (DTBAA)

Version : DEMO

1.Which two options are characteristics of autocratic leadership styles? (Choose two.)

- A. It is intended for team members who require close supervision.
- B. The leader and team members set goals.
- C. The leader motivates team members through visibility.
- D. The leader makes unilateral decisions.
- E. The leader has minimal involvement.

Answer: AD

Explanation:

Laissez-Faire	<ul style="list-style-type: none">•Minimal involvement from leader•Trained and qualified team members lead efforts•Limited supervision by leader
Autocratic	<ul style="list-style-type: none">•Leader makes unilateral decision•Leader exercises complete control over team members•Intended for team members requiring close supervision
Participative	<ul style="list-style-type: none">•Democratic in nature•Values team member input•Decisions are made by the participative leader
Transactional	<ul style="list-style-type: none">•Leader and team members set goals•Leader sets direction•Leader provide rewards and incentives
Transformational	<ul style="list-style-type: none">•Involves high level of communication•Leader motivates team members through visibility•Tasks are delegated to team members

2.Which description or the ISO 9001 standard is true?

- A. It is a set of documents that describe a technical design?
- B. It is a set of guidelines and documents that establish a quality management and assurance framework.
- C. It is a document from the Internet Engineering Task Force that is the result of committee drafting and subsequent review by interested parties
- D. It is a set of guidelines and documents that establish an architectural framework

Answer: B

3.Which two characteristics of customer relationship management are true? (Choose two.)

- A. increasing customer spend on technology hardware and software
- B. introducing technology solutions to the customer
- C. building and maintaining rapport with relevant individuals
- D. moving the customer toward positive decisions about investments and initiatives
- E. enticing customer with deep discounts and promotions

Answer: CD

Explanation:

Customer relationship management is about:

- 1.Building and maintaining rapport with relevant individuals
- 2.Moving the customer towards positive decisions about investments and initiatives

3.Establishing and managing long-term relationships with relevant individuals

4.Which element delivers a long-term plan for how the business will achieve its target state and goals?

- A. Business priority
- B. Business outcome
- C. Business strategy
- D. Business requirement
- E. Business solution

Answer: C

5.Which two benefits are provided by the Cisco Business architecture approach?

- A. It provides high degree of interaction with business leaders and stakeholders.
- B. It enhances post-sales technical support capabilities.
- C. It allows customers to achieve measurable business value
- D. It allows the sale of technology-specific products and software.
- E. It enables the discussion of data center technologies with the customer

Answer: AC

Explanation:

Benefits of a Business Architecture Approach

A business architecture approach is centered on creating value for the customer and their business. The Cisco Business Architect must effectively engage with the customer to gain an understanding of their business. This engagement requires credibility and rapport with business leaders and relevant stakeholders. The Cisco Business Architect works with the customer to co-operatively identify and create the business capabilities and solutions. This activity helps the customer realize their desired business state. Adopting a business architecture approach requires a behavioral change in the way the Cisco Business Architect engages with the customer.

The benefits of adopting the business architecture approach addresses what is in it for the customer and what is in it for the Cisco Business Architect. The organization that the Cisco Business Architect is associated with also realizes benefits from a business architecture approach.



What is in it for the customer?

Ensures that business capabilities and business solutions are aligned with business priorities and

long-term business strategy

Captures and realizes business value from defined business outcomes

Perceives Cisco as a strategic partner for solving business challenges

Builds credibility and rapport for the Cisco Business Architect and Cisco

Establishes a long-term relationship with the customer as a trusted advisor

Ensures Cisco relevancy to business capabilities and business solutions What is in it for the business that the Business Architect is associated with?

Preferred partner and vendor status

Longer-term customer engagement and relationship

Competitive advantage

Cross-selling and upselling opportunities