



問題集

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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

Service policies lead to a customer retention rate of 95% or higher

Annual expenses stay within budget unless approved by an authorized Finance Executive

Percent of customer service requests that were resolved without transferring to a second representative Year-to-Year percentage growth in revenue by customer

Percent of customer service requests that were resolved without transferring to a second representative

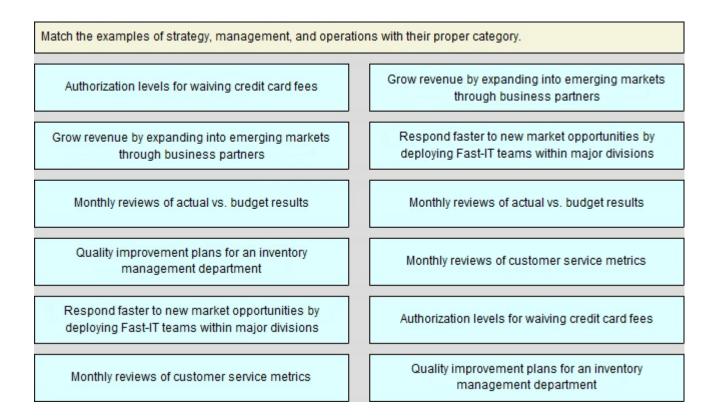
Service policies lead to a customer retention rate of 95% or higher

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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:



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