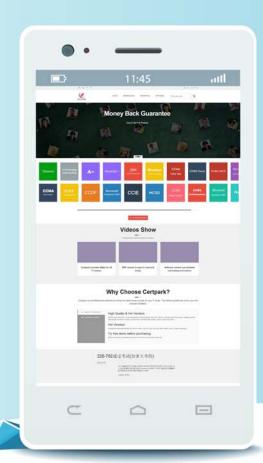
CERTPARK QUESTION & ANSWER

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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	Respond faster to new market opportunities by
through business partners	deploying Fast-IT teams within major divisions
Monthly raviows of actual ve, budget results	Monthly reviews of actual vs. budget results
Monthly reviews of actual vs. budget results	Worlding reviews of actual vs. budget results
Quality improvement plans for an inventory	Marth and an affirmation and an article
management department	Monthly reviews of customer service metrics
Respond faster to new market opportunities by	A-10-10-10-10-10-10-10-10-10-10-10-10-10-
deploying Fast-IT teams within major divisions	Authorization levels for waiving credit card fees
	Quality improvement plans for an inventory
Monthly reviews of customer service metrics	Quality improvement plans for an inventory management department
	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