



# 820-427<sup>Q&As</sup>

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## QUESTION 1

Select and Place:

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

Correct Answer:

Match the examples of strategy, management, and operations with their proper category.	
	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 customer service metrics
	Authorization levels for waiving credit card fees
	Quality improvement plans for an inventory management department

## QUESTION 2

Select and Place:



With regard to the stakeholder Power / Interest quadrant grid applied to a specific IT project, drag the customer stakeholder definition on the left to the correct expected action on the right.	
Communications Manager who is very interested in the project's success, but is not respected by peers	Communicate frequently and carefully as a top priority
Product Manager whose Executive is a sponsor for the project because it will double revenue over two years	Use little effort
A finance rep observing an IT staff meeting where IT has purchase authority	Update on status after decisions are made
An executive seeing how his managers are choosing employees for recognition over a year	Inform to maintain sufficient buy-in

Correct Answer:

With regard to the stakeholder Power / Interest quadrant grid applied to a specific IT project, drag the customer stakeholder definition on the left to the correct expected action on the right.	
	Product Manager whose Executive is a sponsor for the project because it will double revenue over two years
	A finance rep observing an IT staff meeting where IT has purchase authority
	Communications Manager who is very interested in the project's success, but is not respected by peers
	An executive seeing how his managers are choosing employees for recognition over a year

### QUESTION 3

A large company acquires a smaller, more innovative start-up company. What should you think about to ensure a smooth transition to your solutions?

- A. Upon startup of each laptop, universally distribute updates of corporate software without asking for user agreement.
- B. Require setup on a physical connection instead of offering flexible, mobile access.
- C. Prioritize security policies while allowing user flexibility to try new things.
- D. Institute more frequent alerts because they are new to the company.

Correct Answer: C

### QUESTION 4

What method is recommended for mapping out an organization's current processes and to design future processes?

- A. Drawing a business model diagram
- B. Querying relational databases



- C. Writing detailed descriptions
- D. Drawing hierarchical matrixes

Correct Answer: A

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#### QUESTION 5

Which three are important skills or personality traits for a project manager (PM) to have? (Choose three.)

- A. The PM needs excellent communications skills.
- B. The PM needs to be excellent at managing by consensus.
- C. The PM needs excellent planning skills.
- D. The PM\\'s relationship with Finance and Budgeting staff should be excellent.
- E. The PM needs skills in managing change.
- F. The PM needs to be aggressive.

Correct Answer: ACE

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