



840-450^{Q&As}

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QUESTION 1

DRAG DROP

Consider customer touchpoints and interactions. drag each description on the left to its correct category on the right.

Select and Place:

The business views the customer journey from the perspective of the customer.	Outside-In Thinking
The result is reduced customer complaints.	
No decision is made, which results in a benefit to the business, but not to the customer.	Inside-Out Thinking
The result is negative customer emotions.	

Correct Answer:

	Outside-In Thinking The business views the customer journey from the perspective of the customer. The result is reduced customer complaints.
	Inside-Out Thinking No decision is made, which results in a benefit to the business, but not to the customer. The result is negative customer emotions.



QUESTION 2

Which tool helps you to reduce the complexity and costs of implementing a full ITSM capability?

- A. lean consumption model
- B. business process mapping
- C. job mapping
- D. lean service blueprint

Correct Answer: A

QUESTION 3

An engagement at the business solutions maturity level addresses which customer Question:?

- A. How do I measure the business impact of technology investments?
- B. How do I transform my business capabilities?
- C. How do I facilitate innovation as a service by fast-tracking technology enablement?
- D. What are the benefits of a multidomain data center and collaboration architecture?

Correct Answer: B

QUESTION 4

You use the operating model canvas to expand which part of the business model canvas?

- A. bottom
- B. right side
- C. top
- D. left side

Correct Answer: D

Reference: <https://www.stratexhub.com/stratex-hub/operating-model-canvas>

QUESTION 5

You are contacting a stakeholder who has a high level of power but has little interest or support for the project. Which type of engagement is recommended?

- A. Persuade the stakeholder.



- B. Show consideration to the stakeholder.
- C. Engage and consult the stakeholder regularly.
- D. Meet the needs of the stakeholder.

Correct Answer: D

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