SAP

C_THINK1_02
SAP Certified Associate - Design Thinking

Questions & Answers PDF

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Question: 1

Who first adopted Design Thinking for a business context?

A. David Kelley
B. Michael Porter
C. Hasso Plattner
D. Steve Jobs

Answer: A

Question: 2

What is the expected outcome of Synthesis?

A. Prioritized ideas
B. A clear understanding of the user's needs
C. Unstructured interview results
D. Several ideas to address the design challenge

Answer: B

Question: 3

What techniques can be used in Synthesis? Note: There are 2 correct Answers to this question.

A. Journey map
B. Concept map
C. Role play
D. Storyboard

Answer: A B

Question: 4

What are key Design Thinking use cases from a business/ IT perspective? Note: There are 2 correct Answers to this question.

A. Services and products
B. Incident management
C. Solution mapping
D. IT applications and solutions

Answer: A C

Question: 5

What are the most important attributes of Design Thinking coaches? Note: There are 2 correct Answers to this question.

A. Influential
B. Curious
C. Empathetic
D. Design Challenge Expert

Answer: B C

Question: 6

What areas does the Design Thinking process iteratively integrate to find the right space for innovation? Note: There are 3 correct Answers to this question.

A. Viability
B. Desirability
C. Predictability
D. Feasibility
E. Accountability

Answer: A B D

Question: 7

What are the objectives of the empathy map technique? Note: There are 3 correct Answers to this question.

A. To understand what the user sees, hears, says, and does
B. To understand the user´s needs and measures of success
C. To understand the user´s fears, obstacles, and frustrations
D. To understand the attributes of the user´s character

E. To understand the user´s ideas to solve the problem

Answer: A B C

Question: 8

What are some of the principles of prototyping? Note: There are 2 correct Answers to this question.

A. Demonstrate functionality and the look and feel of your solution.
B. Include creativity in your prototype.
C. Show as much detail as possible.
D. Show the solution through the users' eyes.

Answer: A D

Question: 9

How many building blocks are defined in the business model canvas?

A. 10
B. 7
C. 8
D. 9

Answer: D

Question: 10

Why are brain dump exercises successful? Note: There are 3 correct Answers to this question.

A. Group dynamics ensure that everyone contributes. Nobody wants to be the only one not providing any input.
B. Everybody has different thoughts while thinking about the challenge.
C. Participants are able to identify the most important ideas to solve the challenge.
D. Grouping and clustering thoughts helps the team to structure data and to identify common topics.
E. The result clearly articulates the emotions and touch points of the user when adopting a new technology.

Answer: A B E

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