

# SAP EDUCATION

## SAMPLE QUESTIONS: C\_THINK\_01

SAP Certified Associate - Design Thinking

Disclaimer: These sample questions are for self-evaluation purposes only and do not appear on the actual certification exams. Answering the sample questions correctly is no guarantee that you will pass the certification exam. The certification exam covers a much broader spectrum of topics, so do make sure you have familiarized yourself with all topics listed in the exam competency areas before taking the certification exam.

### Questions

1. Which conditions foster creativity according to John Cleese?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Dedication
b)	<input type="radio"/>	Humor
c)	<input type="radio"/>	Space
d)	<input type="radio"/>	Expertise
e)	<input type="radio"/>	Confidence

2. Which of the following techniques are structured ideation techniques?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Blue Ocean REICC
b)	<input type="radio"/>	Persona
c)	<input type="radio"/>	Multiplication
d)	<input type="radio"/>	Remember the Future

3. How can you increase the maturity of your initial low-fidelity prototype?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Iterate ideation phase
b)	<input type="radio"/>	Funky prototyping
c)	<input type="radio"/>	Lego-based prototyping
d)	<input type="radio"/>	Functional prototyping

4. What interview formats are used for field user research?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Multiple choice based interviews
b)	<input type="radio"/>	Phone interviews
c)	<input type="radio"/>	Onsite interviews
d)	<input type="radio"/>	Panel interviews

5. What do you need to prepare before you conduct interviews during the 360° research phase?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	A list of user types that you might encounter
b)	<input type="radio"/>	A list of key guiding questions
c)	<input type="radio"/>	A list of challenging questions to bring the interviewee to make creative suggestions
d)	<input type="radio"/>	A short presentation of prototypes that you already have designed

6. What kinds of thoughts are allowed during a brain dump exercise?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Ideas and concerns
b)	<input type="radio"/>	Any kind of thought
c)	<input type="radio"/>	Anything except concerns related to the challenge
d)	<input type="radio"/>	Anything except questions related to the challenge

7. What are the expected outcomes of the Journey Map technique?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	A map of swim lanes describing cross functional business processes from a company perspective.
b)	<input type="radio"/>	The human meaning of solutions based on uncovered pain points and needs.
c)	<input type="radio"/>	Responsibilities for business process steps based on RACI (Responsible, Accountable, Consulted and Informed).
d)	<input type="radio"/>	An understanding of the journey an end user goes through in the context of a particular business scenario.

8. What is the recommended team size for a Design Thinking workshop?

Please choose the correct answer.

a)	<input type="radio"/>	11-15 team members
b)	<input type="radio"/>	1-3 team members
c)	<input type="radio"/>	8-10 team members
d)	<input type="radio"/>	4-7 team members

9. Working with sticky notes is a key activity in many Design Thinking workshops.

What rules would you set when using sticky notes?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Use one defined color per exercise.
b)	<input type="radio"/>	Go for bold statements and be visual.
c)	<input type="radio"/>	Agree within the team on a color code.
d)	<input type="radio"/>	Aim for one thought per sticky note.
e)	<input type="radio"/>	Keep workshop results unstructured to foster creativity.

10. A software company likes to use the User Story Mapping method in conjunction with Design Thinking.

For which purpose would you recommend using User Story Mapping?

Please choose the correct answer.

a)	<input type="radio"/>	To find data that serves to inspire the team and gain empathy
b)	<input type="radio"/>	To check on feasibility, viability and desirability
c)	<input type="radio"/>	To get a common understanding of the challenge/problem space
d)	<input type="radio"/>	To define the implementation backlog items

## Solutions

1 a) Incorrect	2 a) Correct	3 a) Incorrect	4 a) Incorrect	5 a) Correct
1 b) Correct	2 b) Incorrect	3 b) Correct	4 b) Correct	5 b) Correct
1 c) Correct	2 c) Correct	3 c) Incorrect	4 c) Correct	5 c) Incorrect
1 d) Incorrect	2 d) Incorrect	3 d) Correct	4 d) Incorrect	5 d) Incorrect
1 e) Correct				

6 a) Correct	7 a) Incorrect	8 a) Incorrect	9 a) Incorrect	10 a) Incorrect
6 b) Correct	7 b) Correct	8 b) Incorrect	9 b) Correct	10 b) Incorrect
6 c) Incorrect	7 c) Incorrect	8 c) Incorrect	9 c) Correct	10 c) Incorrect
6 d) Incorrect	7 d) Correct	8 d) Correct	9 d) Correct	10 d) Correct
			9 e) Incorrect	

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