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SAP C THINK1 02

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QUESTION NO: 1

What are the 3 main phases of design thinking?

Note: There are 3 correct answers to this question.

- A. Overlapping phases
- B. Implementation (Test)
- C. Ideation (Create)
- D. Inspiration (Empathize)

ANSWER: B C D

QUESTION NO: 2

Those companies that succeed in identifying and satisfying the needs of customers have a better chance of gaining that all-important_____.

Note: There are 1 correct answers to this question.

- A. Empathize
- B. Competitive edge
- C. Ideate
- D. Test

ANSWER: B

QUESTION NO: 3

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. Go for bold statements and be visual.
- B. Keep workshop results unstructured to foster creativity.
- C. Use one defined color per exercise.
- D. Aim for one thought per sticky note.

E. Agree within the team on a color code.

ANSWER: A D E

QUESTION NO: 4

What are the brainstorming rules created by IDEO?

Note: There are 3 correct answers to this question.

- A. Be open to developing the ideas of others and stay on topic
- B. It involves getting out of the building and taking action
- C. Avoid judging others and let the creativity flow
- D. Follow the "one at a time" rule and use visuals and Generate as many new ideas as possible

ANSWER: A C D

QUESTION NO: 5

Why is desirability the starting point when it comes to a successful idea?

Note: There are 1 correct answers to this question.

- A. As a design thinker, the problems you are trying to solve are rarely your own-they are those of a particular group of people; in order to design for them, you must gain empathy for who they are and what is important to them.
- B. Because its not about building a new product and service and then searching for customers. It's about going to the customers first, determining their needs, and then creating something to meet their needs.

ANSWER: B

QUESTION NO: 6

What will provide many insights you will benefit from while building a solution?

Note: There are 1 correct answers to this question.

- A. Create a persona
- B. Interview your users
- C. Test your sketches with users
- D. Sketch a prototype

ANSWER: B

QUESTION NO: 7

Use your _____ data as a basis for coming up with ideas.

Note: There are 1 correct answers to this question.

- A. Observation
- B. Latent Needs
- C. creation
- D. Exportation

ANSWER: A

QUESTION NO: 8

What are 4 notable characteristics about design thinking?

Note: There are 4 correct answers to this question.

- A. It applies to everyone, regardless of experience levels
- B. It works best in unpredictable environments
- C. It requires continuous practice with a focus on doing in order to learn
- D. It involves getting out of the building and taking action
- E. Anything except questions related to the challenge

ANSWER: A B C D

QUESTION NO: 9

Which of the following techniques are structured ideation techniques?

Note: There are 2 correct answers to this question.

- A. Dedication
- B. Empathy
- C. Space
- D. Humor

ANSWER: B

QUESTION NO: 10

What are four questions that are useful to ask during the design thinking process? (another variation to the design thinking process)

Note: There are 4 correct answers to this question.

- A. What if?
- B. What is?
- C. What works?
- D. What are?
- E. What wows?

ANSWER: A B C E