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Exam : **C_THINK1_02**

Title : **SAP Certified Associate -
Design Thinking**

Vendor : **SAP**

Version : **DEMO**

QUESTION NO: 1

In which phase of the Design Thinking process is the focus on creating choices? Note: There is 1 correct answers to this question.

- A. Scoping
- B. Research
- C. Prototyping.
- D. Synthesis

Answer: C

Explanation:

The Design Thinking process consists of several phases, each with a distinct focus. Creating choices refers to generating multiple potential solutions to a problem, which occurs during the Prototyping phase.

* Option A: Scoping Scoping involves defining the problem space and setting boundaries for the challenge. It does not focus on creating choices but rather on framing the problem.

* Option B: Research Research, particularly in the Empathy phase, focuses on understanding users and their needs. While insights from research inform idea generation, the creation of choices happens later.

* Option C: Prototyping. This is the correct answer. During the Prototyping phase, teams generate multiple ideas and create tangible representations of potential solutions. This phase is about exploring different possibilities and iterating based on feedback.

* Option D: Synthesis Synthesis involves analyzing data and identifying patterns to generate insights.

While it informs the direction of solutions, the act of creating choices occurs during Prototyping.

QUESTION NO: 2

What is the key component of a low-fidelity mock-up that is built to prototype a software solution? Note:

There is 1 correct answers to this question.

- A. Key functionality and screen flow built with traditional materials
- B. Data model describing the required application programming interfaces
- C. Printout to finalized screenshots assembled in a flip-book.
- D. Wire frames demonstrating the screen layout and field sizes

Answer: D

Explanation:

Low-fidelity mock-ups are essential tools in SAP Design Thinking for quickly visualizing and testing software solutions without investing significant time or resources. Here's why the correct answer is D:

* Wireframes demonstrating the screen layout and field sizes (D): Wireframes are simple, visual representations of a software solution's interface, focusing on layout, navigation, and key elements like buttons and fields. SAP emphasizes that wireframes help teams explore and validate user interactions and workflows early in the design process.

Incorrect Options:

* A. Key functionality and screen flow built with traditional materials: While traditional materials

(e.

g., paper, sticky notes) can be used for prototyping, they do not specifically address the screen layout and field sizes critical to software solutions.

* B. Data model describing the required application programming interfaces: Data models and APIs are technical details that come later in development, not during low-fidelity prototyping.

* C. Printout to finalized screenshots assembled in a flip-book: Finalized screenshots imply a high-fidelity prototype, which is not characteristic of low-fidelity mock-ups.

QUESTION NO: 3

What is the goal of including extreme users in the 360° research? Note; There are 2 correct answers to this question.

A. To keep the project sponsors satisfied

B. To provide interesting insights

C. To reduce the number of interviews.

D. To include a diverse set of users

Answer: B D

Explanation:

Including extreme users in 360° research is a powerful technique for uncovering unique perspectives and innovative ideas. Extreme users represent individuals who experience the problem in an exaggerated or unconventional way, offering valuable insights that might be overlooked when focusing solely on average users. Below is a detailed explanation of the correct answers:

* Definition: Extreme users often encounter challenges or use products in ways that highlight unmet needs or opportunities for innovation.

* Why it's a goal:

* Their unconventional behaviors and perspectives can inspire creative solutions that benefit a broader audience.

* SAP Design Thinking methodology encourages teams to explore extreme users to uncover hidden patterns and generate breakthrough ideas.

QUESTION NO: 4

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

A. Storyboard.

B. Concept map

C. Role play

D. Journey map

Answer: B D

Explanation:

Synthesis is a critical phase in Design Thinking where raw data collected during the Empathy phase is analyzed and transformed into meaningful insights. Various techniques can be used to facilitate this process.

* Option A: Storyboard Storyboards are typically used during the Prototyping phase to visualize scenarios or solutions. They are not commonly used in Synthesis.

* Option B: Concept map This is a valid technique for Synthesis. Concept maps help organize

and connect ideas, making relationships between different pieces of information visible. This aids in identifying patterns and generating insights.

* Option C: Role play Role play is primarily used during the Ideation or Testing phases to explore potential solutions or simulate user interactions. It is not a Synthesis technique.

* Option D: Journey map This is a valid technique for Synthesis. Journey maps visually represent the user's experience over time, highlighting pain points, emotions, and opportunities for improvement. They are instrumental in synthesizing qualitative data into actionable insights.

QUESTION NO: 5

What are key principles that a design team should follow when validating a prototype with users? Note: There are 2 correct answers to this question.

- A. Be open for new ideas and insights
- B. Let the prototype do the talking
- C. Present the prototype factually
- D. Focus on the positive aspects of your prototype.

Answer: A B

Explanation:

Validating prototypes with users is a critical step in SAP Design Thinking, ensuring that solutions meet user needs and expectations. Here's why the correct answers are A and B:

* Be open for new ideas and insights (A): During validation, teams should remain receptive to feedback and unexpected insights. SAP emphasizes the importance of staying open-minded to uncover unmet needs or alternative perspectives that can enhance the solution.

* Let the prototype do the talking (B): Instead of explaining every detail of the prototype, allow users to interact with it and share their thoughts. SAP highlights that this approach ensures unbiased feedback and reveals how users naturally engage with the solution.

Incorrect Options:

* C. Present the prototype factually: While clarity is important, presenting the prototype factually can lead to over-explanation, which may influence user feedback.

* D. Focus on the positive aspects of your prototype: Focusing only on the positives can prevent teams from identifying weaknesses or areas for improvement. SAP encourages balanced feedback to refine the solution effectively.

QUESTION NO: 6

What is the main lesson of the "Design a Chair" mini-exercise? Note: There are 2 correct answers to this question.

- A. The phrasing of the design challenge influences the results
- B. Need and demand are key when phrasing a design challenge
- C. Feasibility is the key when phrasing a design challenge
- D. Design is key when phrasing a design challenge.

Answer: A B

Explanation:

The "Design a Chair" mini-exercise is a classic activity used in SAP Design Thinking workshops to illustrate how the framing of a problem or challenge can significantly impact the solutions generated. Here's why the correct answers are A and B:

* The phrasing of the design challenge influences the results (A):The way a design challenge is framed shapes the direction and creativity of the solutions. For example, asking participants to "design a chair" versus "design a way for people to sit comfortably" will yield vastly different outcomes. SAP emphasizes that clear and thoughtful phrasing of challenges ensures alignment with user needs and encourages innovative thinking.

* Need and demand are key when phrasing a design challenge (B):Understanding the needs and demands of users is central to SAP Design Thinking. A well-phrased challenge should reflect real user problems and opportunities. By focusing on need and demand, teams can create meaningful and impactful solutions. SAP highlights the importance of grounding challenges in empathy research to ensure relevance and value.

Incorrect Options:

* C. Feasibility is the key when phrasing a design challenge:While feasibility is important, it is not the primary focus during the initial framing of a design challenge. SAP prioritizes understanding user needs and exploring possibilities before considering constraints like feasibility.

* D. Design is key when phrasing a design challenge:Design is an outcome of the process, not the focus of the challenge itself. SAP stresses that the challenge should center on the problem, not the solution.

QUESTION NO: 7

Which interview question should you avoid? Note: There is 1 correct answer to this question.

A. Why do you feel stressed during this process?

B. Can you show me how you interact with the software?

C. What do you do when you arrive at office?.

D. Would you prefer to skip this step in the process?

Answer: C

Explanation:

In the context of SAP Design Thinking methodology, interviews are a crucial part of the Empathy phase where the goal is to deeply understand the user's experiences, challenges, and needs. The type of questions asked during this phase should be open-ended, non-leading, and focused on gaining insights into the user's emotions, behaviors, and pain points.

* Option A: Why do you feel stressed during this process?This question is valid as it seeks to understand the emotional state of the user in relation to a specific process. It aligns with the goal of uncovering pain points and emotional triggers, which is central to empathy in Design Thinking.

* Option B: Can you show me how you interact with the software?This question is also valid because it encourages the user to demonstrate their interaction with the software, providing valuable behavioral insights. Observing users in action is a key technique in understanding their actual workflow and challenges.

* Option C: What do you do when you arrive at office?.This question should be avoided because it is too broad and does not directly relate to the specific process or problem being investigated. It lacks focus and may lead to irrelevant information that does not contribute to understanding the user's needs or pain points. According to SAP Design Thinking principles, questions should be purposeful and aimed at eliciting meaningful insights related to the user experience.

* Option D: Would you prefer to skip this step in the process? This question is valid as it invites the user to express preferences and opinions about specific steps in a process, potentially revealing inefficiencies or areas for improvement.

QUESTION NO: 8

You are in the phase when you capture interview results. What are the goals of a "structured wall of data"?

Note: There are 2 correct answers to this question.

- A.** To identify common topics and understand the meaning of interview results
- B.** To crystallize key user types, needs and insights from interview stories
- C.** To identify interview results that lie outside of the problem space.
- D.** To frame the potential solution space of the challenge

Answer: A B

Explanation:

The "structured wall of data" is a visual tool used during the Empathize phase to organize and analyze qualitative data collected from interviews. Here's why the correct answers are A and B:

* Why this is correct: A structured wall of data helps teams cluster similar themes, patterns, and insights from interview transcripts. By organizing data visually, participants can identify recurring topics and extract meaningful insights about user needs and pain points.