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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions

(Q12-Q17):

NEW QUESTION # 12

An organization wants to ensure that all Key stakeholders are aware of the strategic direction and support it. What is the MOST approach to achieve this?

- A. Utilize metrics to ensure staff comply with the strategy
- B. Ensure there is one common communication channel for the strategy
- C. Deliver compulsory strategic awareness sessions regularly
- D. Tailor strategic communications to the stakeholders preferences

Answer: D

Explanation:

Tailoring strategic communications to the stakeholders' preferences is the best approach to ensure that all key stakeholders are aware of the strategic direction and support it. This means that the organization considers the needs, expectations, interests, and preferences of different stakeholders when communicating the strategy. This can help increase stakeholder engagement, understanding, alignment, and buy-in. Reference: ITIL 4 Leader: Digital and IT Strategy, page 10-11

NEW QUESTION # 13

An IT manager is creating a business case to justify the investment required to replace existing technology with new cloud services to support a digital transformation strategy.

What should be described in the section on opportunity cost?

- A. The value that would be generated if the organization made a different investment
- B. The ongoing cost of maintaining and supporting the cloud services
- C. The technology and resource costs of migrating to the cloud services
- D. The estimated increase in revenue generated from sales of the new services

Answer: A

NEW QUESTION # 14

Which is NOT an essential consideration when developing a digital strategy?

- A. Understanding the risks involved with digital opportunities
- B. Understanding how to identify potential opportunities
- C. Understanding which systems will form the digital technology programme
- D. Understanding emerging technologies that could affect the organization

Answer: C

NEW QUESTION # 15

Which is an example of industry disruption?

- A. A mobile phone provider has adopted a new operating model in response to threats from the competition which has resulted in the provider becoming the market leader
- B. An organization transitioned a large number of its services to a cloud provider to remain competitive in their market
- C. A software provider has developed a new satellite navigation system for the self-driving car market that has become the system of choice for car manufacturers
- D. A service provider has launched a new app to support collaboration that is easy to use, and is popular with consumers from many markets

Answer: C

Explanation:

A software provider has developed a new satellite navigation system for the self-driving car market that has become the system of choice for car manufacturers is an example of industry disruption. Industry disruption is about creating new markets or value propositions that challenge or replace existing ones. The software provider has created a new value proposition for the self-driving

