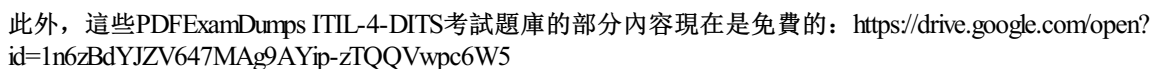


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問題 #60

- A. Taking small, calculated risks that do not have a large impact
- B. Reducing the use of digital technology
- C. Focusing on protecting the assets inside the organization
- D. Accepting extra work and investing in large projects

問題 #61

Figure 1. A Service provider developing an operating model to support a new social media service that enables their business strategy. They have included the following in the operating model:

* a definition of how suppliers will be Involved in the delivery of the service

* a description of the main performance measures required

Which additional element MUST be included to ensure that the essential themes of the operating model are covered?

- A. An inventory of the main technology components that will be located at the head office data centre
- B. A list of vendors who will provide the components that form the social media service
- **C. Descriptions of the series of steps for the work that is required to create and support the service**
- D. Definitions of the service management toolsets needed to support the service

答案： C

問題 #62

An organization has established a clear vision for digital transformation and has started their transformation journey. They have documented all their value streams and started to improve these. They use technology appropriately to maximize customer experience and operational excellence. They understand and manage risks, and they have a comprehensive approach to Identifying and using innovative Ideas.

What else do they need for the digital transformation to succeed?

- A. Management of threats and opportunities
- **B. Management of staff skills and competence**
- C. Linked processes and practices to value creation
- D. Improved use of automation

答案： B

問題 #63

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

答案： C

問題 #64

An organization has to change its way of working to support a completely new way of creating its services.

What is this an example of?

- **A. Innovation**
- B. Operational technology
- C. Incremental transformation
- D. Ecosystem disruption

答案： A

問題 #65

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