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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q11-Q16):

### NEW QUESTION # 11

An organization is developing an innovative way of using technology to help them meet regulatory requirements for healthcare

products more easily. This will enable them to provide new products and services to retail, general practitioners, and hospital consumers faster and at a lower price than their competition.

Which term BEST describes this process?

- A. Market relevance
- B. External focus
- C. Ecosystem disruption
- **D. Industry disruption**

**Answer: D**

#### **NEW QUESTION # 12**

Which is a leadership skill that relates to having a digital mindset?

- A. Sharing success stories frequently to motivate others
- B. Measuring the success of strategic digital initiatives
- C. Bulking a rapport with regulators and government officials
- **D. Looking at the potential of new tools to meet customer needs**

**Answer: D**

Explanation:

Looking at the potential of new tools to meet customer needs is a leadership skill that relates to having a digital mindset. It shows curiosity, openness, and willingness to explore and adopt new technologies that can enhance customer value and experience. It also demonstrates a customer-centric and innovative approach to digital transformation. Reference: ITIL 4 Leader: Digital and IT Strategy, page 25-26

#### **NEW QUESTION # 13**

A commercial service provider has a strategy to introduce cloud storage services that will be popular with a wide range of consumers in multiple markets. Features will include fast upload speeds and secure storage.

Which should be included in the operating model for the new service?

- **A. The infrastructure, skills and processes required to support the service**
- B. A user-friendly interface that is available anytime, from any location
- C. Free limited storage combined with a tiered charging structure
- D. User access via a wide range of channels and platforms

**Answer: A**

#### **NEW QUESTION # 14**

Why might an organization choose to Implement an Innovation even though it does not meet its minimum requirement for 'return on Investment' (ROI)?

- A. The innovation is low cost
- B. The innovation is low risk
- C. The innovation is essential for the a organization to survive
- **D. The innovation will deliver significant benefit for the organization**

**Answer: D**

#### **NEW QUESTION # 15**

An organization strategy requires them to continually maintain market relevance.

Which approach is the MOST relevant to achieve this objective?

- A. Customer 360
- B. PESTLE analysis

- C. Employee 360
- **D. Digital transformation**

**Answer: D**

Explanation:

Digital transformation is the most relevant approach to achieve the objective of continually maintaining market relevance. It is about using digital technology to create new or modify existing business processes, culture, and customer experiences to meet changing market needs and expectations. It also helps to create value, enhance competitiveness, and foster innovation. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5

## NEW QUESTION # 16

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