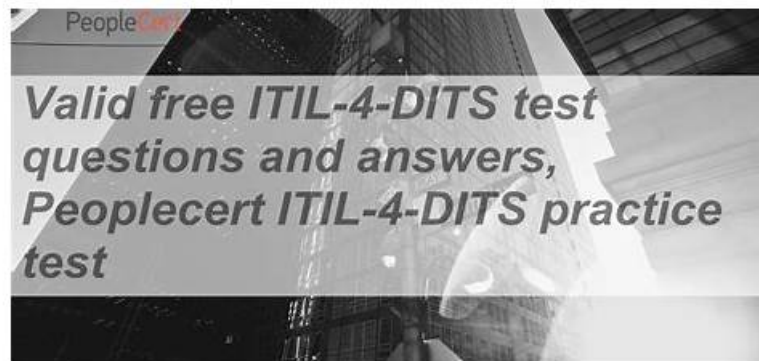


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

An organization develops and delivers a range of digital products and services.
Which is the BEST approach to addressing the risks related to digital technology?

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

Answer: A

NEW QUESTION # 21

A service provider has a new strategy which involves them selling services via third parties, and also from their own website. This new sales channel should bring additional customers, and may also have a positive effect on direct sales because it increases brand recognition.

Which parallel operating model is appropriate for this situation?

- A. Erosion
- B. Cannibalism
- C. Concurrence
- **D. Synergism**

Answer: D

NEW QUESTION # 22

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 emerging technologies Hal could affect the organization
- **D. Understanding which systems will form the digital technology programme**

Answer: D

Explanation:

Understanding which systems will form the digital technology programme is not an essential consideration when developing a digital strategy. It is a more detailed and technical aspect that can be defined later in the implementation phase. The essential considerations when developing a digital strategy are more focused on understanding the organization's vision, goals, values, customers, markets, competitors, opportunities, risks, and capabilities. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5-6

NEW QUESTION # 23

A service provider that has grown rapidly in the social media market wants to increase its competitive advantage by launching new functionality for its services. However, there are concerns that the technology the service provider plans to use is unreliable and causes service outages. The service provider is convinced that the new functionality will be popular and has decided to launch the changes despite the technical concerns.

Which risk attitude is this an example of?

- A. Risk-tolerant
- **B. Risk-seeking**
- C. Risk-neutral
- D. Risk-averse

Answer: B

NEW QUESTION # 24

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

Answer: B

NEW QUESTION # 25

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