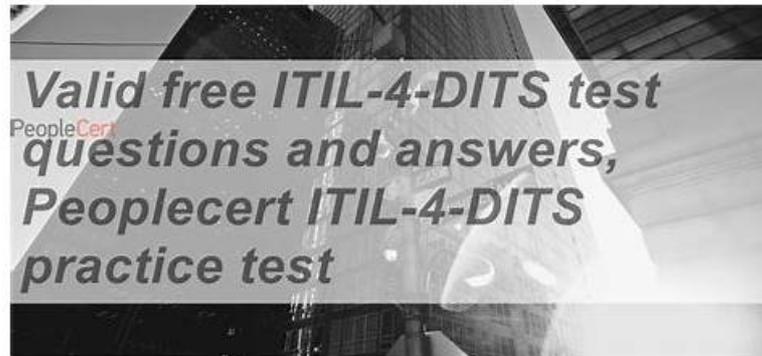


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q60-Q65):

NEW QUESTION # 60

An organization uses data virtualization and analysis technology for understanding the behavior patterns of people. They want to utilize this technology for a new initiative to improve operational excellence.

What is the BEST way to improve operational excellence with these technological capabilities?

- A. Customer 360
- B. Technology replacement modernization
- C. Employee 360
- D. Omnichannel delivery and support

Answer: C

NEW QUESTION # 61

An organization cannot afford the loss that comes from taking risks that go wrong, but they suffer big losses because they often take these risks anyway.

What combination of risk capacity and risk appetite this situation?

- A. High risk capacity, high risk appetite
- **B. Low risk capacity, high risk appetite**
- C. High risk capacity, low risk appetite
- D. Low risk capacity, low risk appetite

Answer: B

Explanation:

A low risk capacity means that an organization cannot afford the loss that comes from taking risks that go wrong, while a high risk appetite means that an organization is willing to take those risks anyway. This situation can lead to big losses and unsustainable outcomes. Reference: ITIL 4 Leader: Digital and IT Strategy, page 57

NEW QUESTION # 62

An external service provider is developing a new strategy for delivering social media services. The success of new services depends on high levels of customer satisfaction achieved through the highest level of support to users.

As part of an internal analysis, which factor is MOST important to consider to ensure that the service provider has the capability to provide the service?

- A. Knowledge and understanding of potential Innovative technology
- B. A mixed demographic of users with varied levels of IT skills
- **C. Well-trained service desk staff with a broad set of skills**
- D. Employment laws effecting service provider staff

Answer: C

NEW QUESTION # 63

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

Answer: D

NEW QUESTION # 64

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

Answer: C

NEW QUESTION # 65

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