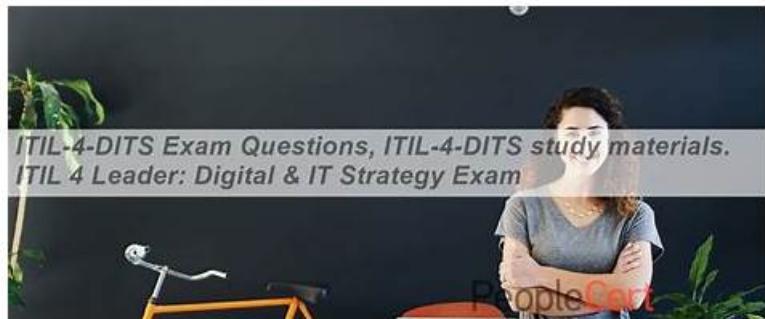


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### Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q26-Q31):

#### NEW QUESTION # 26

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. Tailor strategic communications to the stakeholders preferences
- C. Utilize metrics to ensure stall comply with the strategy
- D. Ensure there is one common communication channel for the strategy

#### Answer: B

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 # 27

An organization is using customer journeys to help it increase market relevance. It monitored the journey taken by one specific user of their product, and made changes to ensure that the user had a great end-to-end experience. It measured average user satisfaction before and after making changes, and found little improvement.

Which aspect of the customer journey does the organization also need to consider?

- A. Touchpoints
- B. Current-state
- C. Purpose
- D. Personas

**Answer: D**

### NEW QUESTION # 28

An organization has identified three initiatives to support a digital transformation strategy:

1. Upgrading technology
2. Adopting new software development approaches
3. Changing the structure of teams and departments

The project management office has been tasked with Identifying and developing the business case(s) needed to review these initiatives. Which is the BEST approach to take when creating the business case(s)?

- A. Create one business case for the organizational change, and another for the remaining Initiatives
- B. Create one business case for the technology upgrade, and another for the remaining Initiatives
- C. Create one single business case that provides justification for all three initiatives
- D. Create three different business cases providing justification for each Initiative

**Answer: D**

### NEW QUESTION # 29

A software development organization has a very traditional way of working that no longer meets their market needs. They currently manage all budgets via their development and operations business units. They want to change so that they can develop and deploy solutions rapidly in response to constantly changing market needs.

How should they change their funding model to support this?

- A. Provide additional funding to development and operations
- B. Switch to funding programmes and protects
- C. Switch 10 funding teams and value streams
- D. Provide additional funding via the research and development budget

**Answer: C**

Explanation:

Switching to funding teams and value streams is the best way to change their funding model to support their objective of developing and deploying solutions rapidly in response to constantly changing market needs. Funding teams and value streams means allocating budgets based on the value delivered by cross-functional teams working on end-to-end processes that create value for customers. This can help increase agility, flexibility, collaboration, and innovation. Reference: ITIL 4 Leader: Digital and IT Strategy, page 50-51

### NEW QUESTION # 30

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

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

**Answer: B**

## NEW QUESTION # 31

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