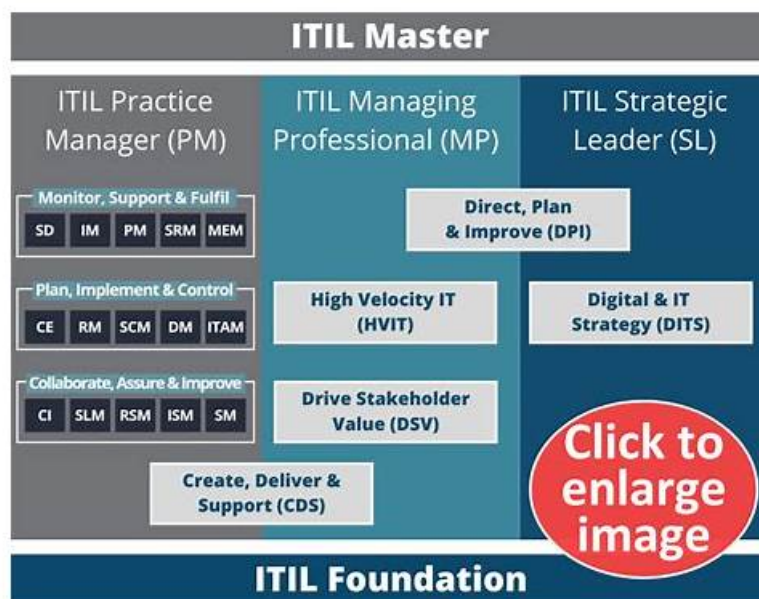


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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q26-Q31):

### NEW QUESTION # 26

A service provider is 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. Definitions of the service management toolsets needed to support the service
- **C. Descriptions of the series of steps for the work that is required to create and support the service**
- D. A list of vendors who will provide the components that form the social media service

**Answer: C**

Explanation:

Descriptions of the series of steps for the work that is required to create and support the service are part of the essential themes of the operating model. They define how value is created and delivered through value streams and processes. They also help align the work with the strategy, vision, and goals of the organization and its stakeholders. Reference: ITIL 4 Leader: Digital and IT Strategy, page 19-20

### NEW QUESTION # 27

An organization has identified an opportunity to provide increased value to the healthcare user market. It wants to provide online access to healthcare services before its competition.

Which is the NST value proposition for the healthcare user market to include in the strategy?

- A. The organization will be able to utilize innovative technology to develop software apps in faster times to market
- **B. Healthcare professionals will be able to promote the services to healthcare users and reduce costs**
- C. Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility
- D. Shareholder will receive improved dividends from increased profits without significant investment

**Answer: B**

### NEW QUESTION # 28

An organization identified activities that are performed by many different people who follow detailed procedures to ensure they carry out all the steps. The procedures are very clear, and if staff follow the exact steps in the procedure then the results are always good, but this takes a lot of time.

- A. Complex automation
- B. Intelligent automation
- **C. Simple automation**
- D. Technology replacement modernization

**Answer: C**

### NEW QUESTION # 29

An organization is aiming to use an innovative social media platform to improve engagement with young consumers. What should the organization's strategy focus on?

- **A. Customer and market relevance supported by operational excellence**
- B. Market relevance supported by ecosystem disruption
- C. Ecosystem disruption supported by operational excellence
- D. Operational excellence supported by customer and market relevance

**Answer: A**

Customer and market relevance is about understanding and meeting the needs and expectations of customers and markets, especially in a dynamic and competitive environment. Operational excellence is about delivering services efficiently and effectively, with high quality and reliability. An innovative social media platform can help improve engagement with young consumers by enhancing customer and market relevance, while operational excellence can support the delivery of the platform and its services.

Reference: ITIL 4 Leader: Digital and IT Strategy, page 15-16

Which is the BEST approach to defining a vision and a strategy in an organization with multiple specialization divisions?

- Answer: B**

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