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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q29-Q34):

NEW QUESTION # 29

What is the FIRST step in creating a measurement and evaluation system?

- A. Identifying success factors
- B. Defining the objectives
- C. Creating a system of key performance indicators
- D. Selecting metrics and measurement tools

Answer: B

NEW QUESTION # 30

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

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

Answer: A

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 # 31

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

Answer: B

NEW QUESTION # 32

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 # 33

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

Answer: A

Explanation:

Management of staff skills and competence is what the organization needs for the digital transformation to succeed. This means that the organization ensures that its staff have the necessary skills and competence to support the digital transformation and deliver value.

to customers. This can involve training, development, coaching, mentoring, recruitment, retention, and motivation of staff. Reference: ITIL 4 Leader: Digital and IT Strategy, page 68-69

NEW QUESTION # 34

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