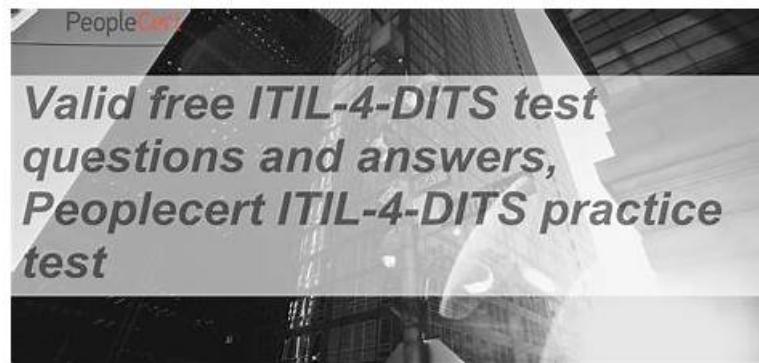


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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q36-Q41):

### NEW QUESTION # 36

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**

**Explanation:**

Simple automation is about using technology to automate repetitive and standardized tasks that follow clear and detailed procedures. This can help reduce human errors, save time and resources, and improve efficiency and quality. Reference: ITIL 4 Leader: Digital

**NEW QUESTION # 37**

Which parallel model is based on using the Income generated by an existing business model to fund a new digital business model until it can fund itself?

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

**Answer: B**

Explanation:

Synergism is a parallel model that is based on using the income generated by an existing business model to fund a new digital business model until it can fund itself. It is a way of balancing the risks and rewards of innovation and disruption by creating a synergy between the old and the new business models. Reference: ITIL 4 Leader: Digital and IT Strategy, page 39

**NEW QUESTION # 38**

A service provider wants to achieve a balance between customer/market relevance and operational excellence. They also want a balance between looking inward and looking outward. They have performed an analysis and have identified activities that address external views of both market relevance and operational excellence.

To ensure a balanced strategy, which TWO other actions should they take?

Analyse threats to their existing customer base

Identify new opportunities to provide services to the market

Investigate how the provider's technology can enhance customer experience Analyse staff capabilities to identify strengths that can be exploited

- A. 2 and 3
- **B. 3 and 4**
- C. 1 and 4
- D. 1 and 2

**Answer: B**

**NEW QUESTION # 39**

Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

- A. Digital transformation
- B. Digital business
- **C. Digital technology**
- D. Digital strategy

**Answer: C**

Explanation:

Digital technology includes the use of hardware and software to store, retrieve, transmit, and manipulate data. It is one of the components of digital transformation, which is the use of digital technology to create new or modify existing business processes, culture, and customer experiences. Digital strategy is the plan for how an organization will use digital technology to achieve its goals and objectives. Digital business is the business model that leverages digital technology to create value for customers and stakeholders. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5-6

**NEW QUESTION # 40**

Which statement is CORRECT about risk management in digital organizations?

- A. All risks could cause harm to the organization if they are not managed

- B. All risk management should start by assessing the current state
- **C. All the organization's stakeholders should contribute to risk assessment**
- D. All risk management efforts should focus on assets owned by the organization

**Answer: C**

Explanation:

All the organization's stakeholders should contribute to risk assessment because they have different perspectives, insights, and interests in relation to the organization's objectives, activities, and outcomes. Their involvement can help identify, analyze, evaluate, and treat risks more effectively and comprehensively. Reference: ITIL 4 Leader: Digital and IT Strategy, page 59

## NEW QUESTION # 41

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