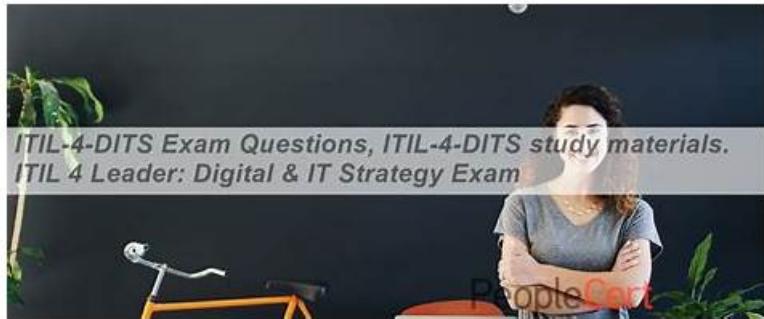


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q27-Q32):

NEW QUESTION # 27

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

Answer: A

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

Answer: A

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 and IT Strategy, page 63

NEW QUESTION # 29

Which is a leadership skill that relates to having a digital mindset?

- A. Measuring the success of strategic digital initiatives
- B. Sharing success stories frequently to motivate others
- C. Bulking a rapport with regulators and government officials
- D. Looking at the potential of new tools to meet customer needs

Answer: D

NEW QUESTION # 30

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

Answer: B

Explanation:

Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility is the best value proposition for the healthcare user market to include in the strategy. It describes how the online access to healthcare services will benefit the consumers by meeting their needs and expectations, creating value and convenience for them, and differentiating the service from the competition. Reference: ITIL 4 Leader: Digital and IT Strategy, page 12-13

NEW QUESTION # 31

An organization has started a digital transformation programme, and wants to create a culture of innovation. This month, the CIO plans to deliver a presentation on how chatbots can improve the customer registration experience. Which approach is the CIO using to support the programme?

- A. Working with workflow and talent management
- B. Establishing a mantel intelligence culture
- C. Giving employees time for training and development
- D. Encouraging digital technology opportunities

Answer: D

Explanation:

Encouraging digital technology opportunities is the approach that the CIO is using to support the programme of creating a culture of innovation. This means that the CIO is promoting and facilitating the exploration and adoption of new digital technologies that can create value for the organization and its customers. By delivering a presentation on how chatbots can improve the customer registration experience, the CIO is demonstrating how digital technology can enable innovation and enhance customer value.

Reference: ITIL 4 Leader: Digital and IT Strategy, page 25-26

NEW QUESTION # 32

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