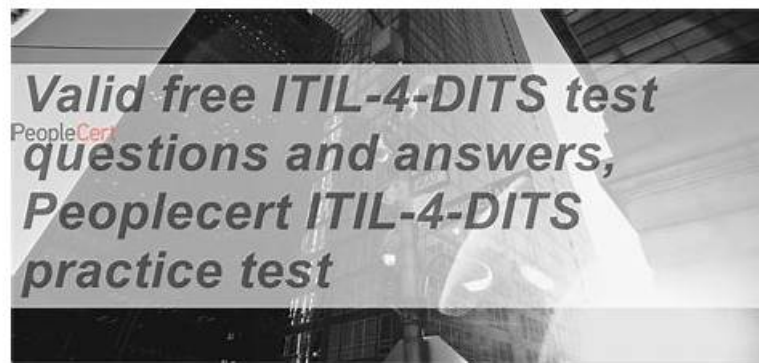


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NEW QUESTION # 27

Which statement about metrics is CORRECT?

- A. Leading metrics are difficult to measure, but easy to influence
- B. Lagging metrics are easy to measure and to influence
- C. Lagging metrics predict what is likely to happen in the future
- D. Leading metrics report what has been achieved

Answer: D

NEW QUESTION # 28

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. Healthcare professionals will be able to promote the services to healthcare users and reduce costs**
- B. The organization will be able to utilize Innovative technology to develop software apps in faster times to market
- 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: A

NEW QUESTION # 29

An organization is entering a new market with a range of services. Similar services already exist in the market, and the demand is high.

Which is the BEST approach to pricing and charging for the services in the new market?

- A. Adopt a short-term Increase in the pricing and margins
- **B. Adjust competitive prices for the market and competition**
- C. Ensure service costs are clear to the consumers to help regulate prices
- D. Establish long-term contracts with fixed prices to help secure future Income

Answer: B

Explanation:

Adjusting competitive prices for the market and competition is about setting prices that reflect the value of the services, the demand and supply in the market, and the prices of similar or substitute services offered by competitors. This can help attract customers, increase sales, and gain market share. Reference: ITIL 4 Leader: Digital and IT Strategy, page 81

NEW QUESTION # 30

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

Answer: A

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

Answer: C

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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