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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q47-Q52):

NEW QUESTION # 47

An organization encourages employees to carry out small experiments to see what impact they may have. Recent experiments have included changing office layouts, reconfiguring virtual infrastructure, trialing small changes to apps used by its customers, and introducing small changes to contracts with key suppliers.

How could this help the organization become more competitive?

- A. By educating consumers about changes to services
- B. By improving return on investment
- C. **By encouraging a focus on innovation**
- D. By improving strategic alignment

Answer: C

NEW QUESTION # 48

An organization has to change its way of working to support a completely new way of creating its services. What is this an example of?

- A. Incremental transformation
- B. Operational technology
- C. **Innovation**
- D. Ecosystem disruption

Answer: C

NEW QUESTION # 49

Which statement about metrics is CORRECT?

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

Answer: C

Explanation:

Lagging metrics report what has been achieved by measuring the outcomes or results of past actions or activities. They are easy to measure but difficult to influence. They are useful for evaluating performance and validating hypotheses. Leading metrics predict what is likely to happen in the future by measuring the inputs or drivers of future outcomes or results. They are difficult to measure but easy to influence. They are useful for forecasting and influencing performance. Reference: ITIL 4 Leader: Digital and IT Strategy, page 83-84

NEW QUESTION # 50

An IT manager is creating a business case to justify the investment required to replace existing technology with new cloud services to support a digital transformation strategy.

What should be described in the section on opportunity cost?

- A. The ongoing cost of maintaining and supporting the cloud services
- B. The estimated increase in revenue generated from sales of the new services

- C. The technology and resource costs of migrating to the cloud services
- D. The value that would be generated if the organization made a different investment

Answer: D

NEW QUESTION # 51

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. Purpose
- C. Personas
- D. Current-state

Answer: C

NEW QUESTION # 52

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