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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q41-Q46):

### NEW QUESTION # 41

Which statement about metrics is CORRECT?

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

**Answer: B**

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 # 42

An organization has utilized digital technology to make significant improvements to business processes that have contributed to the achievement of its strategic objectives. What does this describe?

- A. Digital positioning
- B. Operational technology
- C. Organizational disruption
- **D. Digital transformation**

**Answer: D**

Explanation:

Digital transformation is the use of digital technology to create new or modify existing business processes, culture, and customer experiences to meet changing market needs and expectations. An organization that has utilized digital technology to make significant improvements to business processes that have contributed to the achievement of its strategic objectives has undergone a digital transformation. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5

#### NEW QUESTION # 43

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

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

**Answer: C**

#### NEW QUESTION # 44

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

**Answer: B**

Explanation:

Creating three different business cases providing justification for each initiative is the best approach to take when creating the business case(s). This can help evaluate the costs, benefits, risks, and impacts of each initiative separately and compare them with each other. It can also help prioritize and sequence the initiatives based on their feasibility and desirability. Reference: ITIL 4 Leader: Digital and IT Strategy, page 49-50

#### NEW QUESTION # 45

A commercial service provider is using PESTLE analysis to help them develop a new strategy. Their customers work in a regulated environment and expect the IT services to be delivered through multiple channels.

Which factor is the MOST relevant to consider in this situation?

- A. Government policies for using secure IT systems change regularly and will affect the IT services
- B. Service provider policies for reusing and removing IT equipment are maintained and audited
- C. Service provider staff have many skills and can support a range of different technologies
- D. Service provider value streams for creating new IT services are too complex and outdated

**Answer: A**

## NEW QUESTION # 46

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