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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q35-Q40):

NEW QUESTION # 35

An insurance company generates sales from its website, from agents in a call center, and from third parties working for other financial service organizations. The product is very popular and users are generally satisfied. The organization regularly collects and analysis data about service consumers, and this shows users have different levels of satisfaction, depending on how the product was sold.

What should the insurance company consider NEXT to help resolve the situation?

- A. Market relevance
- B. Omnichannel delivery
- C. Customer feedback
- **D. Customer analytics**

Answer: D

NEW QUESTION # 36

An organization wants to ensure that all Key stakeholders are aware of the strategic direction and support it. What is the MOST approach to achieve this?

- A. Ensure there is one common communication channel for the strategy
- **B. Tailor strategic communications to the stakeholders preferences**
- C. Utilize metrics to ensure all comply with the strategy
- D. Deliver compulsory strategic awareness sessions regularly

Answer: B

NEW QUESTION # 37

Which approach would MOST help an organization to plan a digital transformation if it does not have a digital strategy?

- **A. Define a digital strategy first, then base the transformation planning on it**
- B. Plan the transformation as a series of minor incremental improvements
- C. Follow the guidance of a best practice digital transformation framework
- D. Plan a large-scale transformation, which will define the strategy

Answer: A

NEW QUESTION # 38

Which statement about metrics is CORRECT?

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

Answer: D

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 # 39

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. Ecosystem disruption
- C. Operational technology
- **D. Innovation**

Answer: D

NEW QUESTION # 40

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