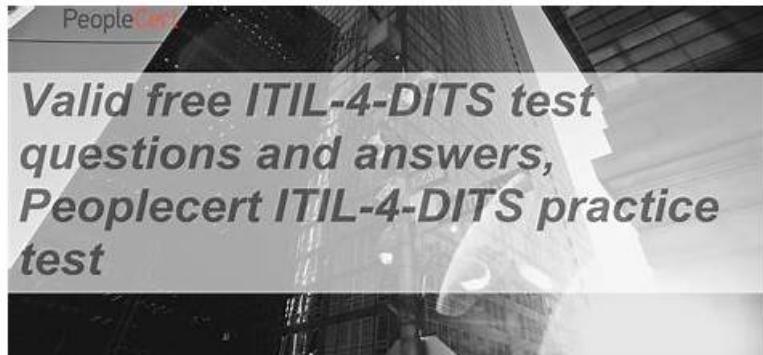


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NEW QUESTION # 12

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. Intelligent automation

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

Answer: B

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 # 13

An organization is reviewing its internal and external sources of finance to understand how much money is available from each source.

Which concept BEST explains the focus of this review?

- A. Freemium models
- B. Capital expenditure
- C. Funding mix
- D. Operating expenditure

Answer: C

NEW QUESTION # 14

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

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 # 15

An organization uses data virtualization and analysis technology for understanding the behavior patterns of people. They want to utilize this technology for a new initiative to improve operational excellence.

What is the BEST way to improve operational excellence with these technological capabilities?

- A. Omnichannel delivery and support
- B. Customer 360
- C. Employee 360
- D. Technology replacement modernization

Answer: C

NEW QUESTION # 16

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. Knowledge and understanding of potential Innovative technology
- C. A mixed demographic of users with varied levels of IT skills
- D. Employment laws effecting service provider staff

Answer: A

NEW QUESTION # 17

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