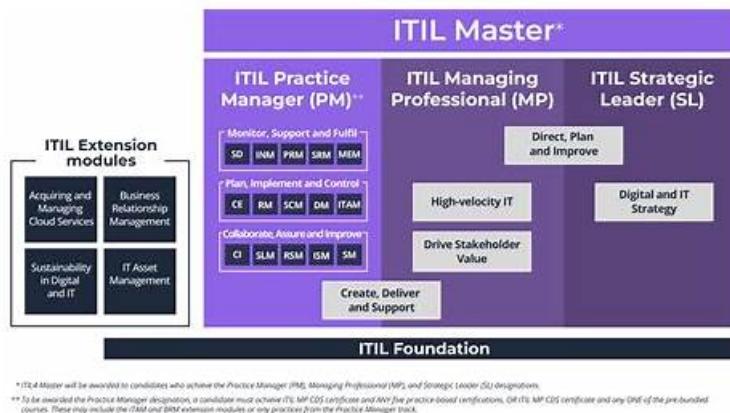


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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q46-Q51):

### NEW QUESTION # 46

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. Adopt a short-term Increase in the pricing and margins
- C. Establish long-term contracts with fixed prices to help secure future Income
- D. **Adjust competitive prices for the market and competition**

**Answer: D**

**NEW QUESTION # 47**

A commercial service provider has a strategy to introduce cloud storage services that will be popular with a wide range of consumers in multiple markets. Features will include fast upload speeds and secure storage.

Which should be included in the operating model for the new service?

- A. The infrastructure, skills and processes required to support the service
- B. A user-friendly interface that is available anytime, from any location
- C. Free limited storage combined with a tiered charging structure
- D. User access via a wide range of channels and platforms

**Answer: A**

**NEW QUESTION # 48**

An organization is developing an innovative way of using technology to help them meet regulatory requirements for healthcare products more easily. This will enable them to provide new products and services to retail, general practitioners, and hospital consumers faster and at a lower price than their competition.

Which term BEST describes this process?

- A. External focus
- B. Ecosystem disruption
- C. Industry disruption
- D. Market relevance

**Answer: C**

**NEW QUESTION # 49**

A service provider is developing an operating model to support a new social media service that enables their business strategy. They have included the following in the operating model:

\* a definition of how suppliers will be involved in the delivery of the service

\* a description of the main performance measures required

Which additional element MUST be included to ensure that the essential themes of the operating model are covered?

- A. Definitions of the service management toolsets needed to support the service
- B. A list of vendors who will provide the components that form the social media service
- C. Descriptions of the series of steps for the work that is required to create and support the service
- D. An inventory of the main technology components that will be located at the head office data centre

**Answer: C**

Explanation:

Descriptions of the series of steps for the work that is required to create and support the service are part of the essential themes of the operating model. They define how value is created and delivered through value streams and processes. They also help align the work with the strategy, vision, and goals of the organization and its stakeholders. Reference: ITIL 4 Leader: Digital and IT Strategy, page 19-20

**NEW QUESTION # 50**

An organization is performing a digital readiness assessment. The results of areas that have been assessed are:

\* The value streams for creating and maintaining digital services are clearly defined

\* There is a need to improve how automation is used to create digital services

\* The organization's attitude to risk does not match their digital strategy Which other area should be assessed?

- A. The activities and processes used for managing services
- B. The organization's approach to responding to threats
- C. The business case for organizational transformation

- D. The policies and practices for staff development and learning

**Answer: D**

## NEW QUESTION # 51

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