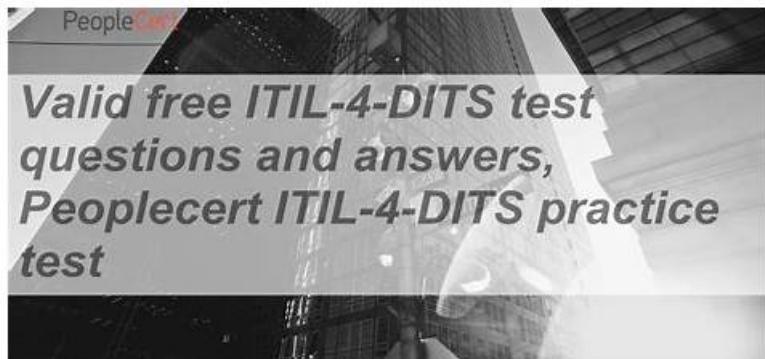


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NEW QUESTION # 36

An organization has started a digital transformation programme, and wants to create a culture of innovation. This month, the CIO plans to deliver a presentation on how chatbots can improve the customer registration experience. Which approach is the CIO using to support the programme?

- A. Encouraging digital technology opportunities
- B. Giving employees time for training and development
- C. Establishing a mantel intelligence culture
- D. Working with workflow and talent management

Answer: A

NEW QUESTION # 37

Which describes digital technology?

- A. The internal IT team of a service provider organization
- B. An organization that is enabled to do business significantly differently
- **C. A combination of information technology and operational technology**
- D. The application of technology for detecting changes in physical devices

Answer: C

NEW QUESTION # 38

What is the FIRST step in creating a measurement and evaluation system?

- **A. Defining the objectives**
- B. Selecting metrics and measurement tools
- C. Creating a system of key performance indicators
- D. Identifying success factors

Answer: A

NEW QUESTION # 39

An organization is achieving better results than its competitors by developing unique technical and organizational solutions. These solutions are kept confidential.

What is this an example of?

- A. Customer relevance
- **B. Resource-based advantage**
- C. Organizational agility
- D. Incumbency advantage

Answer: B

NEW QUESTION # 40

An organization has a successful relationship with its customers and its market position has been improving. The organization's leaders now want to achieve operational excellence to increase their commercial success.

Which is the BEST way to address this objective in the organization's strategy?

- A. Create a separate strategy for achieving operational excellence and another one for achieving customer and market relevance
- B. Focus the strategy on customer and market relevance, and operational excellence will naturally improve
- **C. Create a balanced strategy addressing operational excellence, and customer and market relevance**
- D. Focus the strategy entirely on the operational excellence, because this is the defined objective

Answer: C

NEW QUESTION # 41

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