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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q55-Q60):

**NEW QUESTION # 55**
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. Funding mix
- B. Capital expenditure
- C. Operating expenditure
- D. Freemium models

**Answer: A**


**NEW QUESTION # 56**
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 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. Customer analytics
- B. Customer feedback
- C. Market relevance
- D. Omnichannel delivery

**Answer: D**

Explanation:
Omnichannel delivery is about providing a consistent and seamless customer experience across different channels and touchpoints. This can help increase customer satisfaction, loyalty, and retention. The insurance company should consider how to align and integrate its different sales channels to deliver a unified and coherent service to its customers. Reference: ITIL 4 Leader: Digital and IT Strategy, page 17


**NEW QUESTION # 57**
Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

- A. Digital business
- B. Digital transformation
- C. Digital technology
- D. Digital strategy

**Answer: C**

Explanation:
Digital technology includes the use of hardware and software to store, retrieve, transmit, and manipulate data. It is one of the components of digital transformation, which is the use of digital technology to create new or modify existing business processes, culture, and customer experiences. Digital strategy is the plan for how an organization will use digital technology to achieve its goals and objectives. Digital business is the business model that leverages digital technology to create value for customers and stakeholders. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5-6


**NEW QUESTION # 58**
A service provider a 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 me 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. An inventory of the mam technology components that will be located at the head office data centre
- C. Descriptions of the series of steps for the work that is required to create and support the service
- D. A list of vendors who will provide the components mat form the social media service

**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 # 59**
Which type of risk is MOST LIKELY to be identified by modeling and test reviews?

- A. Dis risk
- B. Cyber security risk
- C. innovation risk
- D. Engagement risk

**Answer: B**

Explanation:
Cyber security risk is the most likely type of risk to be identified by modeling and test reviews. Modeling and test reviews are methods of assessing risks by simulating or testing different scenarios, outcomes, or impacts. Cyber security risk is the risk of unauthorized access, use, disclosure, modification, or destruction of data or systems. Modeling and test reviews can help identify cyber security risks by exposing vulnerabilities, weaknesses, or flaws in the data or systems. Reference: ITIL 4 Leader: Digital and IT Strategy, page 60-61

**NEW QUESTION # 60**
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