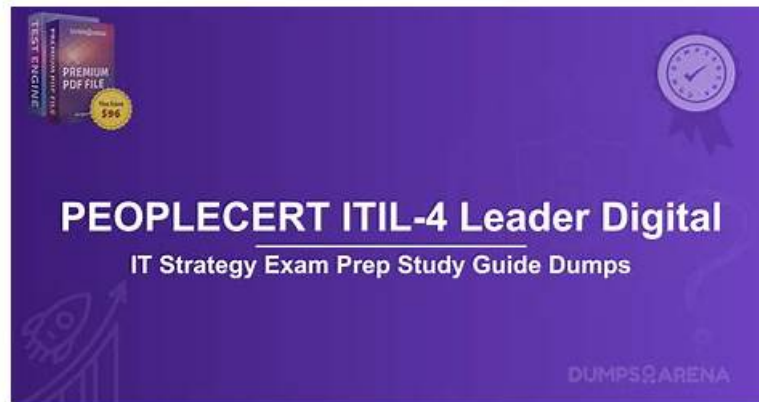


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q16-Q21):

NEW QUESTION # 16

Which statement about metrics is CORRECT?

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

Answer: B

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 # 17

An organization cannot afford the loss that comes from taking risks that go wrong, but they suffer big losses because they often take these risks anyway.

What combination of risk capacity and risk appetite this situation?

- A. Low risk capacity, high risk appetite
- B. High risk capacity, high risk appetite
- C. High risk capacity, low risk appetite
- D. Low risk capacity, low risk appetite

Answer: A

Explanation:

A low risk capacity means that an organization cannot afford the loss that comes from taking risks that go wrong, while a high risk appetite means that an organization is willing to take those risks anyway. This situation can lead to big losses and unsustainable outcomes. Reference: ITIL 4 Leader: Digital and IT Strategy, page 57

NEW QUESTION # 18

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

Explanation:

Well-trained service desk staff with a broad set of skills are an important factor to consider to ensure that the service provider has the capability to provide the service. They are the main point of contact for customers and users, and they need to be able to handle different types of requests, issues, and feedback. They also need to be able to support the highest level of support to users, which requires technical, communication, and problem-solving skills. Reference: ITIL 4 Leader: Digital and IT Strategy, page 67-68

NEW QUESTION # 19

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

Answer: C

NEW QUESTION # 20

Which is NOT an essential consideration when developing a digital strategy?

- **A. Understanding which systems will form the digital technology programme**
- B. Understanding the risks involved with digital opportunities
- C. Understanding how to identify potential opportunities
- D. Understanding emerging technologies that could affect the organization

Answer: A

NEW QUESTION # 21

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