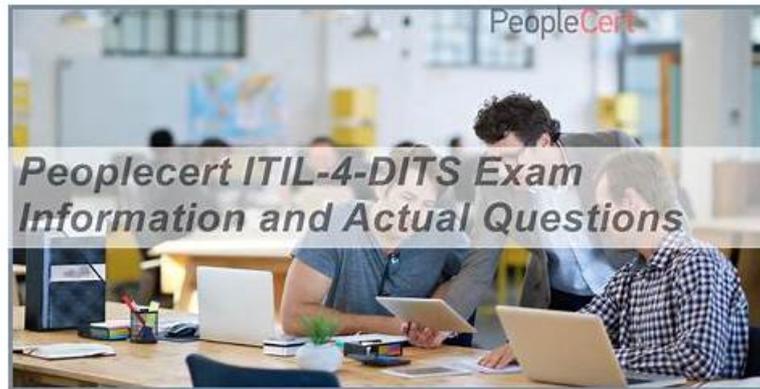


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q16-Q21):

NEW QUESTION # 16

Which describes digital technology?

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

Answer: D

NEW QUESTION # 17

Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

- A. Digital transformation
- B. Digital business
- 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 # 18

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. Working with workflow and talent management
- C. Giving employees time for training and development
- D. Establishing a mantle intelligence culture

Answer: A

NEW QUESTION # 19

An organization has identified three initiatives to support a digital transformation strategy:

1. Upgrading technology
2. Adopting new software development approaches
3. Changing the structure of teams and departments

The project, management office has been tasked with Identifying and developing the business case(s) needed to review these initiatives Which is the BEST approach to take when creating the business case(s)?

- A. Create three different business cases providing justification for each Initiative
- B. Create one business case for the organizational change, and another for the remaining Initiatives
- C. Create one business case for the technology upgrade, and another for the remaining Initiatives
- D. Create one single business case that provides justification for all three initiatives

Answer: A

Explanation:

Creating three different business cases providing justification for each initiative is the best approach to take when creating the business case(s). This can help evaluate the costs, benefits, risks, and impacts of each initiative separately and compare them with each other. It can also help prioritize and sequence the initiatives based on their feasibility and desirability. Reference: ITIL 4 Leader: Digital and IT Strategy, page 49-50

NEW QUESTION # 20

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 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. Market relevance
- B. Customer analytics
- C. Omnichannel delivery
- D. Customer feedback

Answer: C

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 # 21

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