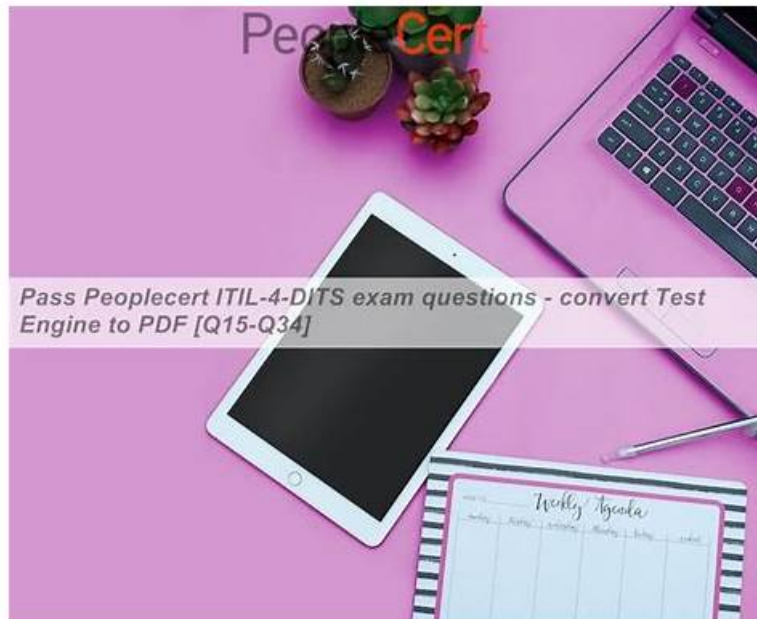


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q60-Q65):

NEW QUESTION # 60

An organization is reviewing its strategy, and evaluating how its products and services are perceived by its consumers. Which aspect of the service value system is the organization reviewing?

- A. Governance
- B. Opportunity
- C. Practices
- **D. Value**

Answer: D

NEW QUESTION # 61

What should leaders of digital organizations focus on when educating shareholders about changes in strategy?

- A. Ensuring that shareholders understand changes to the financial value of the organization
- B. Ensuring that shareholders will be able to implement new or modified plans
- C. Teaching shareholders about entrepreneurship, and the history of innovation
- D. Ensuring that shareholders can continue to meet the leaders' outsourcing needs

Answer: A

NEW QUESTION # 62

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. Working with workflow and talent management
- D. Establishing a mantle intelligence culture

Answer: A

Explanation:

Encouraging digital technology opportunities is the approach that the CIO is using to support the programme of creating a culture of innovation. This means that the CIO is promoting and facilitating the exploration and adoption of new digital technologies that can create value for the organization and its customers. By delivering a presentation on how chatbots can improve the customer registration experience, the CIO is demonstrating how digital technology can enable innovation and enhance customer value. Reference: ITIL 4 Leader: Digital and IT Strategy, page 25-26

NEW QUESTION # 63

Which technique or framework can BEST help to identify a broad range of strategic risks?

- A. Customer analytics
- B. OKR
- C. Portfolio optimization
- D. PESTLE

Answer: D

NEW QUESTION # 64

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

Answer: A

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

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