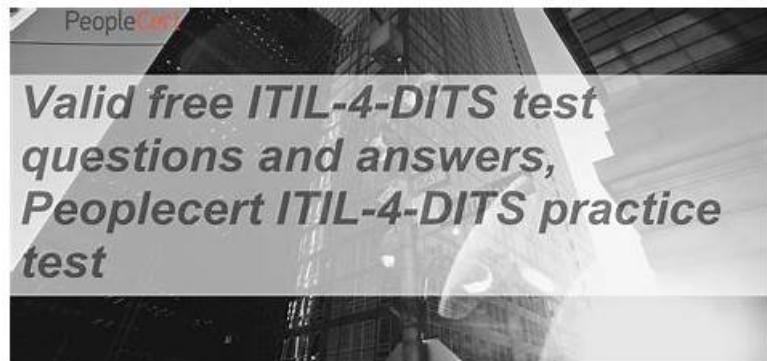


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q30-Q35):

NEW QUESTION # 30

The leaders of an organization are defining an approach to optimize its value streams and processes to create a more efficient way of working.

What should this approach focus on?

- A. Elimination of waste
- B. Organizational agility
- C. Organizational resilience

- D. Uninterrupted delivery

Answer: A

Explanation:

Elimination of waste is about identifying and removing any activities, resources, or outputs that do not add value to the customers or the organization. This can help optimize value streams and processes, improve efficiency and effectiveness, reduce costs and risks, and increase customer satisfaction. Reference: ITIL 4 Leader: Digital and IT Strategy, page 64

NEW QUESTION # 31

An IT manager is creating a business case to justify the investment required to replace existing technology with new cloud services to support a digital transformation strategy.

What should be described in the section on opportunity cost?

- A. The technology and resource costs of migrating to the cloud services
- B. The ongoing cost of maintaining and supporting the cloud services
- C. The estimated increase in revenue generated from sales of the new services
- D. The value that would be generated if the organization made a different investment

Answer: D

NEW QUESTION # 32

A service provider has a new strategy which involves them selling services via third parties, and also from their own website. This new sales channel should bring additional customers, and may also have a positive effect on direct sales because it increases brand recognition.

Which parallel operating model is appropriate for this situation?

- A. Synergism
- B. Concurrence
- C. Cannibalism
- D. Erosion

Answer: A

NEW QUESTION # 33

An organization is performing a digital readiness assessment. The results of areas that have been assessed are:

- * The value streams for creating and maintaining digital services are clearly defined
- * There is a need to improve how automation is used to create digital services
- * The organization's attitude to risk does not match their digital strategy

Which other area should be assessed?

- A. The business case for organizational transformation
- B. The activities and processes used for managing services
- C. The organization's approach to responding to threats
- D. The policies and practices for staff development and learning

Answer: D

NEW QUESTION # 34

Which parallel model is based on using the income generated by an existing business model to fund a new digital business model until it can fund itself?

- A. synergism
- B. Concurrence
- C. Cannibalism
- D. Erosion

Answer: A

NEW QUESTION # 35

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