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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q18-Q23):

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. Working with workflow and talent management
- B. Establishing a mantel intelligence culture
- C. Encouraging digital technology opportunities
- D. Giving employees time for training and development

Answer: C

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 # 19
An organization has identified an opportunity to provide increased value to the healthcare user market. It wants to provide online access to healthcare services before its competition.
Which is the NST value proposition for the healthcare user market to include in the strategy?

- A. Healthcare professionals will be able to promote the services to healthcare users and reduce costs
- B. The organization will be able to utilize Innovative technology to develop software apps in faster times to market
- C. Consumers will be able to access advice and request prescriptions quickly at al limes without attending a medical facility
- D. Shareholder will receive Improve dividends from increased proms without significant Investment

Answer: C

Explanation:
Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility is the best value proposition for the healthcare user market to include in the strategy. It describes how the online access to healthcare services will benefit the consumers by meeting their needs and expectations, creating value and convenience for them, and differentiating the service from the competition. Reference: ITIL 4 Leader: Digital and IT Strategy, page 12-13

NEW QUESTION # 20
An organization is planning to provide existing services to a new market. The demand for the organization's services in the market is high and the potential customers have a good understanding of the value that can be created with the services. However, the new market has specific and strict regulations on how customer data must be handled.
Which is the BEST strategy to meet the demand in this market?

- A. Replace the existing services or products with new or updated services or products for the new market
- B. Create new business and operating models to address the specific requirements of the new market
- C. Copy the current operating model and adapt it to meet the additional regulations for the new market
- D. Increase the amount of equipment, people, and other resources to deliver the services to the new market

Answer: B

NEW QUESTION # 21
An organization works in a very competitive market. They have grown very fast because they were able to adapt their products and services very quickly as the internal and external conditions changed. To be successful in the long term, they now need to reduce costs and improve efficiency.
Which characteristic should they focus on to achieve this?

- A. Lean
- B. Resilient
- C. Agile
- D. Continuous

Answer: A

NEW QUESTION # 22
A commercial service provider is using PESTLE analysis to help them develop a new strategy. Their customers work in a regulated environment and expect the IT services to be delivered through multiple channels.
Which factor is the MOST relevant to consider in this situation?

- A. Service provider value streams for creating new IT services are too complex and outdated
- B. Service provider staff have many skills and can support a range of different technologies
- C. Government policies for using secure IT systems change regularly and will affect the IT services
- D. Service provider policies for reusing and removing IT equipment are maintained and audited

Answer: C

NEW QUESTION # 23
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