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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q29-Q34):

NEW QUESTION # 29
Which is the BEST description of the relationship between organization's products, services, and resources?

- A. An organization's services ate based on the organization's products
- B. An organization's resources are combinations of the organization's services
- C. An organization's products are required for the execution of an activity
- D. An organization's resources are combinations of the organization's products

Answer: A

NEW QUESTION # 30
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. Concurrence
- B. Synergism
- C. Cannibalism
- D. Erosion

Answer: B

NEW QUESTION # 31
Which is the BEST approach to defining a vision and a strategy in an organization with multiple specialization divisions?

- A. Vision and strategy should be defined by the executive leader and communicated to me divisions
- B. Vision and strategy should be defined in collaboration with the leaders of the organization and division
- C. Vision and strategy should be defined in collaboration with the enterprise architects and consultants
- D. Vision and strategy should be defined by the governing body and communicated to the divisions' leaders

Answer: B

NEW QUESTION # 32
Which is the BEST approach to defining a vision and a strategy in an organization with multiple specialization divisions?

- A. Vision and strategy should be defined by the executive leader and communicated to me divisions
- B. Vision and strategy should be defined in collaboration with the leaders of the organization and division
- C. Vision and strategy should be defined in collaboration with the enterprise architects and consultants
- D. Vision and strategy should be defined by the governing body and communicated to the divisions' leaders

Answer: B

Explanation:
Vision and strategy should be defined in collaboration with the leaders of the organization and division to ensure alignment, coherence, and buy-in across the organization. This can help create a shared understanding of the goals, values, and direction of the organization and its divisions, as well as leverage the expertise and insights of different leaders. Reference: ITIL 4 Leader: Digital and IT Strategy, page 9-10

NEW QUESTION # 33
Which is an example of industry disruption?

- A. A service provider has launched a new app to support collaboration that is easy to use, and is popular with consumers from many markets
- B. A mobile phone provider has adopted a new operating model in response to threats from the competition which has resulted In the provider becoming the market leader
- C. A software provider has developed a new satellite navigation system for the serf-driving cat market that has become the system of choice for car manufacturers
- D. An organization transitioned a large number of its services to a cloud provider to remain competitive In their market

Answer: C

Explanation:
A software provider has developed a new satellite navigation system for the self-driving car market that has become the system of choice for car manufacturers is an example of industry disruption. Industry disruption is about creating new markets or value propositions that challenge or replace existing ones. The software provider has created a new value proposition for the self-driving car market that has disrupted the existing satellite navigation systems and gained a competitive advantage. Reference: ITIL 4 Leader: Digital and IT Strategy, page 37-38

NEW QUESTION # 34
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