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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q13-Q18):

NEW QUESTION # 13

A commercial service provider has a strategy to introduce cloud storage services that will be popular with a wide range of consumers in multiple markets. Features will include fast upload speeds and secure storage.

Which should be included in the operating model for the new service?

- A. User access via a wide range of channels and platforms
- **B. The infrastructure, skills and processes required to support the service**
- C. Free limited storage combined with a tiered charging structure
- D. A user-friendly interface that is available anytime, from any location

Answer: B

NEW QUESTION # 14

A software development organization has a very traditional way of working that no longer meets their market needs. They currently manage all budgets via their development and operations business units. They want to change so that they can develop and deploy solutions rapidly In response to constantly changing market needs.

How should they change their funding model to support this?

- A. Switch to funding programmes and protects
- B. Provide additional funding via the research and development budget
- **C. Switch 10 funding teams and value streams**

- D. Provide additional funding to development and operations

Answer: C

NEW QUESTION # 15

An organization cannot afford the loss that comes from taking risks that go wrong, but they suffer big losses because they often take these risks anyway.

What combination of risk capacity and risk appetite this situation?

- A. Low risk capacity, high risk appetite
- B. Low risk capacity, low risk appetite
- C. High risk capacity, high risk appetite
- D. High risk capacity, low risk appetite

Answer: A

Explanation:

A low risk capacity means that an organization cannot afford the loss that comes from taking risks that go wrong, while a high risk appetite means that an organization is willing to take those risks anyway. This situation can lead to big losses and unsustainable outcomes. Reference: ITIL 4 Leader: Digital and IT Strategy, page 57

NEW QUESTION # 16

An organization is developing an innovative way of using technology to help them meet regulatory requirements for healthcare products more easily. This will enable them to provide new products and services to retail, general practitioners, and hospital consumers faster and at a lower price than their competition.

Which term BEST describes this process?

- A. Industry disruption
- B. Market relevance
- C. Ecosystem disruption
- D. External focus

Answer: A

NEW QUESTION # 17

An organization is planning a large scale digital transformation programme to significantly improve its digital capabilities. Which is the BUT approach for defining and implementing this programme?

- A. A digital task force should be appointed to define and implement the programme
- B. The Chief Digital Officer should define and implement the programme
- C. The organization's governing body should define and implement the programme
- D. individual initiatives should be defined and implemented separately

Answer: A

Explanation:

A digital task force is a cross-functional team that is responsible for defining and implementing a large scale digital transformation programme. This can help ensure that the programme is aligned with the organization's vision and strategy, has clear objectives and scope, follows a structured approach, leverages best practices and innovation, and delivers value to the organization and its stakeholders. Reference: ITIL 4 Leader: Digital and IT Strategy, page 47-48

NEW QUESTION # 18

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