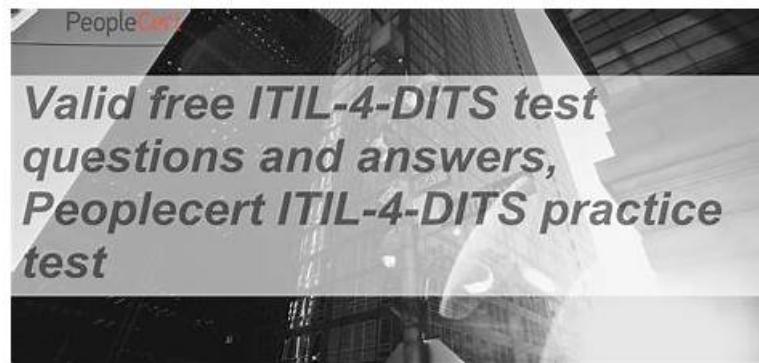


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q37-Q42):

NEW QUESTION # 37

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. Working with workflow and talent management
- C. Establishing a mantle intelligence culture
- D. Giving employees time for training and development

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 # 38

An organization is achieving better results than its competitors by developing unique technical and organizational solutions. These solutions are kept confidential.

What is this an example of?

- A. Organizational agility
- B. Customer relevance
- C. Incumbency advantage
- D. Resource-based advantage

Answer: D

NEW QUESTION # 39

Why might an organization choose to Implement an Innovation even though it does not meet its minimum requirement for 'return on Investment' (ROI)?

- A. The innovation will deliver significant benefit for the organization
- B. The innovation is low cost
- C. The innovation is low risk
- D. The innovation is essential for the a organization to survive

Answer: A

NEW QUESTION # 40

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. Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility
- C. Shareholder will receive Improve dividends from increased proms without significant Investment
- D. The organization will be able to utilize Innovative technology to develop software apps in faster times to market

Answer: B

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 # 41

An organization has utilized digital technology to make significant improvements to business processes that have contributed to the achievement of its strategic objectives. What does this describe?

- A. Digital positioning
- B. Organizational disruption
- C. Operational technology
- D. Digital transformation

Answer: D

NEW QUESTION # 42

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