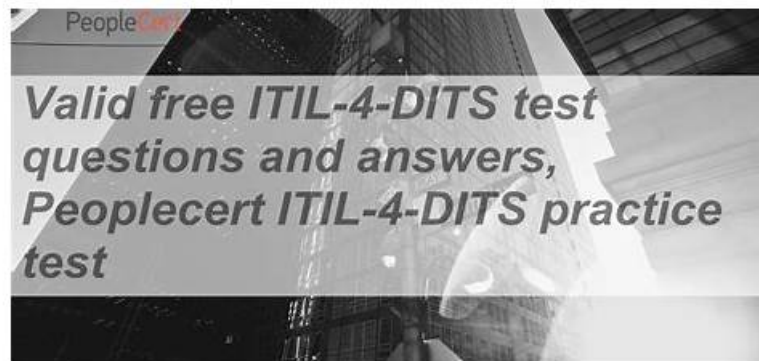


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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q30-Q35):

### 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. Organizational agility
- B. Organizational resilience
- C. Elimination of waste
- D. Uninterrupted delivery

**Answer: C**

### NEW QUESTION # 31

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

**Answer: B**

Explanation:

Synergism is a parallel model that is based on using the income generated by an existing business model to fund a new digital business model until it can fund itself. It is a way of balancing the risks and rewards of innovation and disruption by creating a synergy between the old and the new business models. Reference: ITIL 4 Leader: Digital and IT Strategy, page 39

### NEW QUESTION # 32

An organization is aiming to use an innovative social media platform to improve engagement with young consumers. What should the organization's strategy focus on?

- A. Operational excellence supported by customer and market relevance
- B. Ecosystem disruption supported by operational excellence
- C. Market relevance supported by ecosystem disruption
- **D. Customer and market relevance supported by operational excellence**

**Answer: D**

Explanation:

Customer and market relevance is about understanding and meeting the needs and expectations of customers and markets, especially in a dynamic and competitive environment. Operational excellence is about delivering services efficiently and effectively, with high quality and reliability. An innovative social media platform can help improve engagement with young consumers by enhancing customer and market relevance, while operational excellence can support the delivery of the platform and its services. Reference: ITIL 4 Leader: Digital and IT Strategy, page 15-16

### NEW QUESTION # 33

An external service provider is developing a new strategy for delivering social media services. The success of new services depends on high levels of customer satisfaction achieved through the highest level of support to users.

As part of an internal analysis, which factor is MOST important to consider to ensure that the service provider has the capability to provide the service?

- A. A mixed demographic of users with varied levels of IT skills
- B. Well-trained service desk staff with a broad set of skills
- **C. Knowledge and understanding of potential Innovative technology**
- D. Employment laws effecting service provider staff

**Answer: C**

### NEW QUESTION # 34

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**

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