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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q36-Q41):

NEW QUESTION # 36

A service provider is developing an operating model to support a new social media service that enables their business strategy. They have included the following in the operating model:

- * a definition of how suppliers will be involved in the delivery of the service
- * a description of the main performance measures required

Which additional element **MUST** be included to ensure that the essential themes of the operating model are covered?

- A. An inventory of the main technology components that will be located at the head office data centre
- B. A list of vendors who will provide the components that form the social media service
- C. Definitions of the service management toolsets needed to support the service
- **D. Descriptions of the series of steps for the work that is required to create and support the service**

Answer: D

NEW QUESTION # 37

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 # 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. Resource-based advantage**
- C. Incumbency advantage
- D. Customer relevance

Answer: B

NEW QUESTION # 39

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

Answer: A

NEW QUESTION # 40

An organization has established a clear vision for digital transformation and has started their transformation journey. They have documented all their value streams and started to improve these. They use technology appropriately to maximize customer experience and operational excellence. They understand and manage risks, and they have a comprehensive approach to identifying and using innovative ideas.

What else do they need for the digital transformation to succeed?

- A. Linked processes and practices to value creation
- **B. Management of staff skills and competence**
- C. Management of threats and opportunities
- D. Improved use of automation

Answer: B

Explanation:

Management of staff skills and competence is what the organization needs for the digital transformation to succeed. This means that the organization ensures that its staff have the necessary skills and competence to support the digital transformation and deliver value to customers. This can involve training, development, coaching, mentoring, recruitment, retention, and motivation of staff. Reference: ITIL 4 Leader: Digital and IT Strategy, page 68-69

NEW QUESTION # 41

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