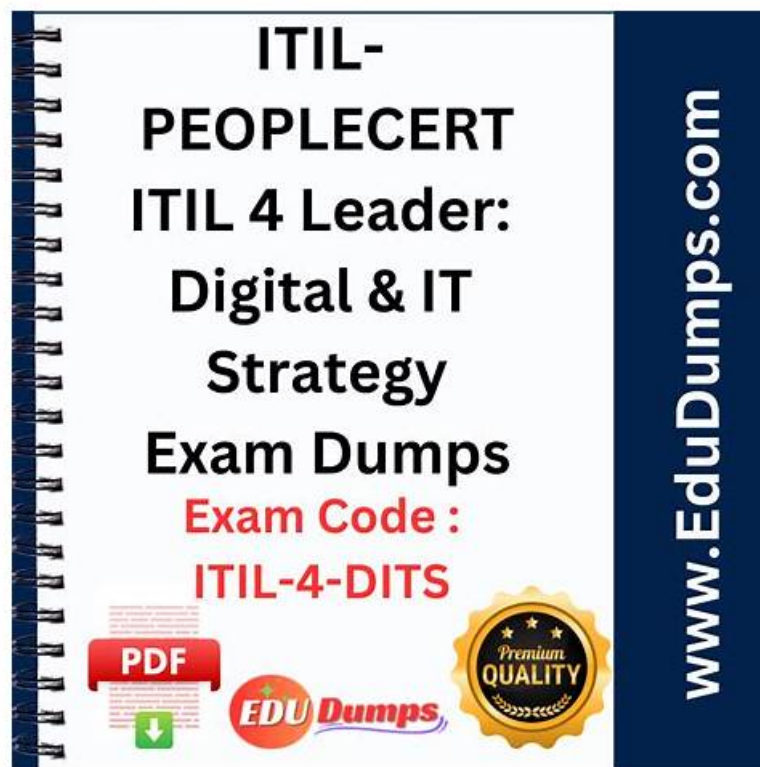


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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q44-Q49):

### NEW QUESTION # 44

Which describes digital technology?

- A. The application of technology for detecting changes in physical devices
- B. An organization that is enabled to do business significantly differently
- C. A combination of information technology and operational technology
- D. The internal IT team of a service provider organization

**Answer: C**

#### NEW QUESTION # 45

Which technique or framework can BEST help to identify a broad range of strategic risks?

- A. Customer analytics
- B. Portfolio optimization
- C. PESTLE
- D. OKR

**Answer: C**

#### NEW QUESTION # 46

An organization is reviewing its strategy, and evaluating how its products and services are perceived by its consumers. Which aspect of the service value system is the organization reviewing?

- A. Practices
- B. Governance
- C. Value
- D. Opportunity

**Answer: C**

#### NEW QUESTION # 47

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 me programme
- B. The organization's governing body should define and implement the programme
- C. The Chief Digital Officer should define and implement the programme
- D. individual initiatives should be defined and implemented separately

**Answer: A**

#### NEW QUESTION # 48

An organization has decided to use 'customer analytics' techniques to identify opportunities to improve its products and services. Which is the MOST beneficial approach for meeting this objective?

- A. Using data obtained from digital communication channels
- B. Using data obtained from direct distribution channels
- C. Correlating usage and support data with environmental factors
- D. Avoiding the use of subjective factors such as informal feedback

**Answer: C**

#### NEW QUESTION # 49

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