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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q54-Q59):

NEW QUESTION # 54

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. Giving employees time for training and development
- B. Working with workflow and talent management
- C. Encouraging digital technology opportunities

- D. Establishing a mantle intelligence culture

Answer: C

NEW QUESTION # 55

Which describes digital technology?

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

Answer: A

NEW QUESTION # 56

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

Answer: C

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 # 57

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

Answer: C

NEW QUESTION # 58

Which describes business strategy?

- A. A model to define how the organization will be run
- **B. A means of defining and communicating how an organization intends to achieve its goals**
- C. A description of how the organization should be configured to provide value to customers
- D. A way to stay relevant to customer needs or market dynamics as they change

Answer: B

NEW QUESTION # 59

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