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

NEW QUESTION # 37

An insurance company generates sales from its website, from agents in a call center, and from third parties working for other financial service organizations. The product is very popular and users are generally satisfied. The organization regularly collects and analysis data about service consumers, and this shows users have different levels of satisfaction, depending on how the product was sold.

What should the insurance company consider NEXT to help resolve the situation?

- A. Market relevance

- B. Omnichannel delivery
- C. Customer feedback
- D. Customer analytics

Answer: B

Explanation:

Omnichannel delivery is about providing a consistent and seamless customer experience across different channels and touchpoints. This can help increase customer satisfaction, loyalty, and retention. The insurance company should consider how to align and integrate its different sales channels to deliver a unified and coherent service to its customers. Reference: ITIL 4 Leader: Digital and IT Strategy, page 17

NEW QUESTION # 38

An organization strategy requires them to continually maintain market relevance. Which approach is the MOST relevant to achieve this objective?

- A. Customer 360
- B. Digital transformation
- C. PESTLE analysis
- D. Employee 360

Answer: B

Explanation:

Digital transformation is the most relevant approach to achieve the objective of continually maintaining market relevance. It is about using digital technology to create new or modify existing business processes, culture, and customer experiences to meet changing market needs and expectations. It also helps to create value, enhance competitiveness, and foster innovation. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5

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

Answer: D

Explanation:

The innovation will deliver significant benefit for the organization is a reason why an organization might choose to implement an innovation even though it does not meet its minimum requirement for "return on investment" (ROI). This means that the organization values the long-term or intangible benefits of the innovation more than the short-term or financial returns. For example, the innovation might enhance customer satisfaction, brand reputation, market share, or social impact. Reference: ITIL 4 Leader: Digital and IT Strategy, page 27-28

NEW QUESTION # 40

An insurance company generates sales from its website, from agents in a call center, and from third parties working for other financial service organizations. The product is very popular and users are generally satisfied. The organization regularly collects and analysis data about service consumers, and this shows users have different levels of satisfaction, depending on how the product was sold.

What should the insurance company consider NEXT to help resolve the situation?

- A. Omnichannel delivery
- B. Market relevance
- C. Customer analytics
- D. Customer feedback

Answer: C

NEW QUESTION # 41

Which is the BEST description of the relationship between organization's products, services, and resources?

- **A. An organization's products are required for the execution of an activity**
- B. An organization's resources are combinations of the organization's services
- C. An organization's resources are combinations of the organization's products
- D. An organization's services are based on the organization's products

Answer: A

NEW QUESTION # 42

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