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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q18-Q23):

NEW QUESTION # 18

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. Working with workflow and talent management
- B. Establishing a mantle intelligence culture
- C. Giving employees time for training and development
- D. Encouraging digital technology opportunities

Answer: D

NEW QUESTION # 19

Which describes an aspect of IT strategy?

- A. A strategy to re-launch existing products and services using digital technology
- **B. An understanding of how the IT department enables the business to achieve its strategic goals**
- C. A business strategy that relies on digital technology to achieve its goals and purpose
- D. A strategic plan to automate internal activities or replace outdated technology

Answer: B

NEW QUESTION # 20

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

Answer: B

NEW QUESTION # 21

An organization provides services to businesses and private customers, it is now reviewing its strategy and needs to ensure that the strategy sufficiently addresses the external perspective.

Which question BEST supports this objective?

- A. How do we get to where we want to be?
- B. How can we improve operational efficiencies?
- **C. What markets do we serve?**
- D. How can we reduce costs?

Answer: C

Explanation:

What markets do we serve? is the best question to support the objective of ensuring that the strategy sufficiently addresses the external perspective. It helps to understand the current and potential customers, segments, needs, expectations, and preferences of the markets that the organization operates in or wants to enter. It also helps to identify the opportunities, threats, and trends in the external environment that can affect the organization's strategy. Reference: ITIL 4 Leader: Digital and IT Strategy, page 7-8

NEW QUESTION # 22

Which describes business strategy?

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

Answer: D

NEW QUESTION # 23

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