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

NEW QUESTION # 37

What should leaders of digital organizations focus on when educating shareholders about changes in strategy?

- A. Teaching shareholders about entrepreneurship, and the history of innovation
- B. Ensuring that shareholders can continue to meet the leaders' outsourcing needs
- C. Ensuring that shareholders will be able to implement new or modified plans
- D. Ensuring that shareholders understand changes to the financial value of the organization

Answer: D

NEW QUESTION # 38

Which parallel model is based on using the Income generated by an existing business model to fund a new digital business model until can fund itself?

- A. synergism
- B. Concurrence
- C. Erosion
- D. Cannibalism

Answer: A

Explanation:

Synergism is a parallel model that is based on using the income generated by an existing business model to fund a new digital business model until it can fund itself. It is a way of balancing the risks and rewards of innovation and disruption by creating a synergy between the old and the new business models. Reference: ITIL 4 Leader: Digital and IT Strategy, page 39

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. Knowledge and understanding of potential innovative technology
- C. Employment laws affecting service provider staff
- D. A mixed demographic of users with varied levels of IT skills

Answer: A

Explanation:

Well-trained service desk staff with a broad set of skills are an important factor to consider to ensure that the service provider has the capability to provide the service. They are the main point of contact for customers and users, and they need to be able to handle different types of requests, issues, and feedback. They also need to be able to support the highest level of support to users, which requires technical, communication, and problem-solving skills. Reference: ITIL 4 Leader: Digital and IT Strategy, page 67-68

NEW QUESTION # 40

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. Establishing a mantle intelligence culture
- D. Encouraging digital technology opportunities

Answer: D

NEW QUESTION # 41

Which statement about metrics is CORRECT?

- A. Leading metrics report what has been achieved
- B. Leading metrics are difficult to measure, but easy to influence
- C. Lagging metrics are easy to measure and to influence
- D. Lagging metrics predict what is likely to happen in the future

Answer: A

Explanation:

Lagging metrics report what has been achieved by measuring the outcomes or results of past actions or activities. They are easy to measure but difficult to influence. They are useful for evaluating performance and validating hypotheses. Leading metrics predict what is likely to happen in the future by measuring the inputs or drivers of future outcomes or results. They are difficult to measure but easy to influence. They are useful for forecasting and influencing performance. Reference: ITIL 4 Leader: Digital and IT Strategy, page

NEW QUESTION # 42

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