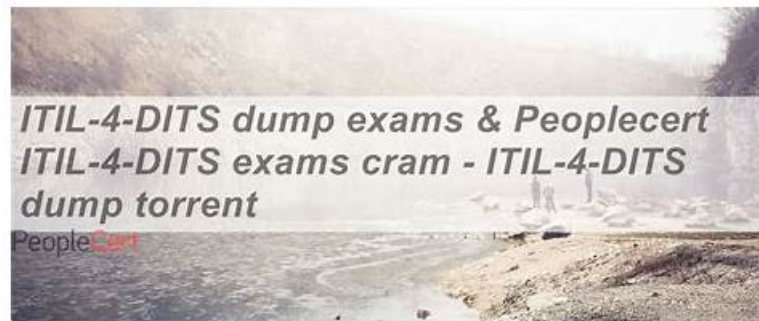


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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q58-Q63):

NEW QUESTION # 58

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. Employment laws effecting service provider staff
- **B. Knowledge and understanding of potential Innovative technology**
- C. Well-trained service desk staff with a broad set of skills
- D. A mixed demographic of users with varied levels of IT skills

Answer: B

NEW QUESTION # 59

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

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

Answer: D

NEW QUESTION # 60

A service provider is developing an operating model to support a new social media service that enables their business strategy. They have included the following in the operating model:

* a definition of how suppliers will be involved in the delivery of the service

* a description of the main performance measures required

Which additional element MUST be included to ensure that the essential themes of the operating model are covered?

- A. Definitions of the service management toolsets needed to support the service
- B. A list of vendors who will provide the components that form the social media service
- **C. Descriptions of the series of steps for the work that is required to create and support the service**
- D. An inventory of the main technology components that will be located at the head office data centre

Answer: C

NEW QUESTION # 61

An organization wants to ensure that all Key stakeholders are aware of the strategic direction and support it. What is the MOST approach to achieve this?

- A. Ensure there is one common communication channel for the strategy
- B. Utilize metrics to ensure staff comply with the strategy
- **C. Tailor strategic communications to the stakeholders' preferences**
- D. Deliver compulsory strategic awareness sessions regularly

Answer: C

Explanation:

Tailoring strategic communications to the stakeholders' preferences is the best approach to ensure that all key stakeholders are aware of the strategic direction and support it. This means that the organization considers the needs, expectations, interests, and preferences of different stakeholders when communicating the strategy. This can help increase stakeholder engagement, understanding, alignment, and buy-in. Reference: ITIL 4 Leader: Digital and IT Strategy, page 10-11

NEW QUESTION # 62

Which statement is CORRECT about risk management in digital organizations?

- A. All risk management should start by assessing the current state
- **B. All the organization's stakeholders should contribute to risk assessment**
- C. All risks could cause harm to the organization if they are not managed
- D. All risk management efforts should focus on assets owned by the organization

Answer: B

Explanation:

All the organization's stakeholders should contribute to risk assessment because they have different perspectives, insights, and interests in relation to the organization's objectives, activities, and outcomes. Their involvement can help identify, analyze, evaluate, and treat risks more effectively and comprehensively. Reference: ITIL 4 Leader: Digital and IT Strategy, page 59

NEW QUESTION # 63

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