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## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q52-Q57):

### NEW QUESTION # 52

A commercial service provider is using PESTLE analysis to help them develop a new strategy. Their customers work in a regulated environment and expect the IT services to be delivered through multiple channels.

Which factor is the MOST relevant to consider in this situation?

- A. Service provider policies for reusing and removing IT equipment are maintained and audited
- B. Service provider staff have many skills and can support a range of different technologies
- C. Government policies for using secure IT systems change regularly and will affect the IT services
- D. Service provider value streams for creating new IT services are too complex and outdated

Answer: C

### NEW QUESTION # 53

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. Customer analytics
- C. Customer feedback
- D. Market relevance

Answer: A

### NEW QUESTION # 54

An organization encourages employees to carry out small experiments to see what impact they may have. Recent experiments have included changing office layouts, reconfiguring virtual infrastructure, trialing small changes to apps used by its customers, and introducing small changes to contracts with key suppliers.

How could this help the organization become more competitive?

- A. By improving strategic alignment
- B. By encouraging a focus on innovation
- C. By educating consumers about changes to services
- D. By improving return on investment

Answer: B

### NEW QUESTION # 55

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 # 56

Which is the BEST approach to defining a vision and a strategy in an organization with multiple specialization divisions?

- A. Vision and strategy should be defined in collaboration with the enterprise architects and consultants
- B. Vision and strategy should be defined by the executive leader and communicated to the divisions
- **C. Vision and strategy should be defined in collaboration with the leaders of the organization and division**
- D. Vision and strategy should be defined by the governing body and communicated to the divisions' leaders

**Answer: C**

### NEW QUESTION # 57

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