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ITIL 4 Leader: Digital & IT Strategy

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QUESTION 1

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 will deliver significant benefit for the organization

D. The innovation is low risk

Correct Answer: C

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. References: ITIL 4 Leader: Digital and IT Strategy, page 27-28

QUESTION 2

Which is an example of industry disruption?

A. A service provider has launched a new app to support collaboration that is easy to use, and is popular with consumers from many markets

B. An organization transitioned a large number of its services to a cloud provider to remain competitive In their market

C. A mobile phone provider has adopted a new operating model in response to threats from the competition which has resulted In the provider becoming the market leader

D. A software provider has developed a new satellite navigation system for the serf-driving cat market that has become the system of choice for car manufacturers

Correct Answer: D

A software provider has developed a new satellite navigation system for the self-driving car market that has become the system of choice for car manufacturers is an example of industry disruption. Industry disruption is about creating new markets or value propositions that challenge or replace existing ones. The software provider has created a new value proposition for the self-driving car market that has disrupted the existing satellite navigation systems and gained a competitive advantage. References: ITIL 4 Leader: Digital and IT Strategy, page 37-38

QUESTION 3

An organization has identified an opportunity to provide increased value to the healthcare user market. It wants to provide online access to healthcare services before its competition. Which is the NST value proposition for the healthcare user market to include in the strategy?

A. The organization will be able to utilize Innovative technology to develop software apps in faster times to market

B. Shareholder will receive Improve dividends from increased proms without significant Investment

C. Consumers will be able to access advice and request prescriptions quickly at al limes without attending a medical facility

D. Healthcare professionals will be able to promote the services to healthcare users and reduce costs

Correct Answer: C

Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility is the best value proposition for the healthcare user market to include in the strategy. It describes how the online access to healthcare services will benefit theconsumers by meeting their needs and expectations, creating value and convenience for them, and differentiating the service from the competition. References: ITIL 4 Leader: Digital and IT Strategy, page 12-13

QUESTION 4

An organization identified activities that are performed by many different people who follow detailed procedures to ensure they carry out all the steps. The procedures are very clear, and if staff follow the exact steps in the procedure then the results are always good, but this takes a lot of time.

A. Simple automation

B. Complex automation

C. Intelligent automation

D. Technology replacement modernization

Correct Answer: A

Simple automation is about using technology to automate repetitive and standardized tasks that follow clear and detailed procedures. This can help reduce human errors, save time and resources, and improve efficiency and quality. References: ITIL 4 Leader: Digital and IT Strategy, page 63

QUESTION 5

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. Encouraging digital technology opportunities

B. Establishing a mantel intelligence culture

C. Giving employees time for training and development

D. Working with workflow and talent management

Correct Answer: A

Encouraging digital technology opportunities is the approach that the CIO is using to support the programme of creating a culture of innovation. This means that the CIO is promoting and facilitating the exploration and adoption of new digital technologies that can create value for the organization and its customers. By delivering a presentation on how chatbots can improve the customer registration experience, the CIO is demonstrating how digital technology can enable innovation and enhance customer value. References: ITIL 4 Leader: Digital and IT Strategy, page 25-26

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