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ITIL 4 Leader: Digital & IT Strategy

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QUESTION 1

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 2

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

QUESTION 3

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 by the executive leader and communicated to me divisions

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

Correct Answer: C

Vision and strategy should be defined in collaboration with the leaders of the organization and division to ensure alignment, coherence, and buy-in across the organization. This can help create a shared understanding of the goals, values, and direction of the organization and its divisions, as well as leverage the expertise and insights of different leaders. References: ITIL 4 Leader: Digital and IT Strategy, page 9-10

QUESTION 4

An organization is continually changing to maintain customer and market relevant. The changes adopting new technologies, expanding to new markets, and adjusting the service portfolio. Which is the BEST approach to ensure that suppliers and partners support these changes?

- A. Technology replacement modernization
- B. Uninterrupted delivery
- C. Sourcing strategy
- D. Organizational resilience

Correct Answer: C

A sourcing strategy is about deciding how to acquire and manage the resources and capabilities needed to deliver services, including suppliers and partners. An organization that is continually changing to maintain customer and market relevance needs a sourcing strategy that can support these changes by enabling flexibility, agility, innovation and collaboration with suppliers and partners. References: ITIL 4 Leader: Digital and IT Strategy, page 75-76

QUESTION 5

Which is a leadership skill that relates to having a digital mindset?

- A. Looking at the potential of new tools to meet customer needs
- B. Sharing success stories frequently to motivate others
- C. Bulking a rapport with regulators and government officials
- D. Measuring the success of strategic digital initiatives

Correct Answer: A

Looking at the potential of new tools to meet customer needs is a leadership skill that relates to having a digital mindset. It shows curiosity, openness, and willingness to explore and adopt new technologies that can enhance customer value and experience. It also demonstrates a customer-centric and innovative approach to digital transformation. References: ITIL 4 Leader: Digital and IT Strategy, page 25-26

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