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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

A software development organization has a very traditional way of working that no longer meets their market needs. They currently manage all budgets via their development and operations business units.They want to change so that they

can develop and deploy solutions rapidly In response to constantly changing market needs. How should they change their funding model to support this?

- A. Switch 10 funding teams and value streams
- B. Switch to funding programmes and protects
- C. Provide additional funding lo development and operations
- D. Provide additional funding via the research and development budget

Correct Answer: A

Switching to funding teams and value streams is the best way to change their funding model to support their objective of developing and deploying solutions rapidly in response to constantly changing market needs. Funding teams and value streams means allocating budgets based on the value delivered by cross-functional teams working on end-to-end processes that create value for customers. This can help increase agility, flexibility, collaboration, and innovation. References: ITIL 4 Leader: Digital and IT Strategy, page 50-51

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 has identified three initiatives to support a digital transformation strategy:

1. Upgrading technology
 2. Adopting new software development approaches
 3. Changing the structure of teams and departments
- The project, management office has been tasked with Identifying and developing the business case(s) needed to review these initiatives Which is the BEST approach to take when creating the business case(s)?
- A. Create one single business case that provides justification for all three initiatives
 - B. Create one business case for the technology upgrade, and another for the remaining Initiatives
 - C. Create three different business cases providing justification for each Initiative
 - D. Create one business case for the organizational change, and another for the remaining Initiatives

Correct Answer: C

Creating three different business cases providing justification for each initiative is the best approach to take when creating the business case(s). This can help evaluate the costs, benefits, risks, and impacts of each initiative separately and compare them with each other. It can also help prioritize and sequence the initiatives based on their feasibility and desirability. References: ITIL 4 Leader: Digital and IT Strategy, page 49-50

QUESTION 5

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 the consumers 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

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