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ITIL 4 Leader: Digital & IT Strategy

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QUESTION 1

An organization is aiming to use an innovative social media platform to improve engagement with young consumers. What should the organization\\'s strategy focus on?

A. Ecosystem disruption supported by operational excellence

B. Market relevance supported by ecosystem disruption

C. Customer and market relevance supported by operational excellence

D. Operational excellence supported by customer and market relevance

Correct Answer: C

Customer and market relevance is about understanding and meeting the needs and expectations of customers and markets, especially in a dynamic and competitive environment. Operational excellence is about delivering services efficiently and effectively, with high quality and reliability. An innovative social media platform can help improve engagement with young consumers by enhancing customer and market relevance, while operational excellence can support the delivery of the platform and its services. References: ITIL 4 Leader: Digital and IT Strategy, page 15-16

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

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 4

Which type of risk is MOST LIKELY to be identified by modeling and test reviews?

A. Dis risk

B. Engagement risk

C. Cyber security risk

D. innovation risk

Correct Answer: C

Cyber security risk is the most likely type of risk to be identified by modeling and test reviews. Modeling and test reviews are methods of assessing risks by simulating or testing different scenarios, outcomes, or impacts. Cyber security risk is the risk of unauthorized access, use, disclosure, modification, or destruction of data or systems. Modeling and test reviews can help identify cyber security risks by exposing vulnerabilities, weaknesses, or flaws in the data or systems. References: ITIL 4 Leader: Digital and IT Strategy, page 60-61

QUESTION 5

Which statement is CORRECT about risk management in digital organizations?

A. All the organization\\\'s slaveholders should contribute to risk assessment

B. All risk management efforts should focus on assets owned by the organization

C. All risk management should start by assessing the current state

D. All risks could cause harm to the organization if they are not managed

Correct Answer: A

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. References: ITIL 4 Leader: Digital and IT Strategy, page 59

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