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ITIL 4 Leader: Digital & IT Strategy

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QUESTION 1

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 2

Which parallel model is based on using the Income generated by an existing business model to fund a new digital business model until can fund itself?

A. Cannibalism

B. Erosion

C. Concurrence

D. synergism

Correct Answer: D

Synergism is a parallel model that is based on using the income generated by an existing business model to fund a new digital business model until it can fund itself. It is a way ofbalancing the risks and rewards of innovation and disruption by creating a synergy between the old and the new business models. References: ITIL 4 Leader: Digital and IT Strategy, page 39

QUESTION 3

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 4

Which is NOT an essential consideration when developing a digital strategy?

A. Understanding which systems will form die digital technology programme

B. Understanding emerging technologies Hal could affect the organization

C. Understanding how to identify potential opportunities

D. Understanding the risks involved with digital opportunities

Correct Answer: A

Understanding which systems will form the digital technology programme is not an essential consideration when developing a digital strategy. It is a more detailed and technical aspect that can be defined later in the implementation phase. The essential considerations when developing a digital strategy are more focused on understanding the organization\'s vision, goals, values, customers, markets, competitors, opportunities, risks, and capabilities. References: ITIL 4 Leader: Digital and IT Strategy, page 5-6

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 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

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