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QUESTION 1

An organization cannot afford the loss that comes from taking risks that go wrong, but they suffer big losses because they often take these risks anyway. What combination of risk capacity and risk appetite this situation?

A. Low risk capacity, high risk appetite

B. High risk capacity, high risk appetite

C. Low risk capacity, low risk appetite

D. High risk capacity, low risk appetite

Correct Answer: A

A low risk capacity means that an organization cannot afford the loss that comes from taking risks that go wrong, while a high risk appetite means that an organization is willing to take those risks anyway. This situation can lead to big losses and unsustainable outcomes. References: ITIL 4 Leader: Digital and IT Strategy, page 57

QUESTION 2

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 3

An organization strategy requires them to continually maintain market relevance. Which approach is the MOST relevant to achieve this objective?

A. Customer 360

B. Digital transformation

C. Employee 360

D. PESTLE analysis

Correct Answer: B

Digital transformation is the most relevant approach to achieve the objective of continually maintaining market relevance. It is about using digital technology to create new or modify existing business processes, culture, and customer experiences to meet changing market needs and expectations. It also helps to create value, enhance competitiveness, and foster innovation. References: ITIL 4 Leader: Digital and IT Strategy, page 5

QUESTION 4

An organization has established a dear vision for digital transformation and has started their transformation journey. They have documented al their value streams and started to improve these. They use technology appropriately to maximize customer experience and operational excellence. They understand and manage risks, and they have a comprehensive approach to Identifying and using innovative Ideas.

What else do they need lot the digital transformation to succeed?

A. Management of threats and opportunities

B. Improved use of automation

C. Management of staff skills and competence

D. Linked processes and practices to value creation

Correct Answer: C

Management of staff skills and competence is what the organization needs for the digital transformation to succeed. This means that the organization ensures that its staff have the necessary skills and competence to support the digital transformation and deliver value to customers. This can involve training, development, coaching, mentoring, recruitment, retention, and motivation of staff. References: ITIL 4 Leader: Digital and IT Strategy, page 68-69

QUESTION 5

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