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Question No. 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

Answer: A

Question No. 2

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

Answer: C

Question No. 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

Answer: C

Question No. 4

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

Answer: A

Question No. 5

An insurance company generates sales from its website, from agents in a call center, and from third parties working for other financial service organizations. The product is very popular and users are generally satisfied. The organization regularly collects and analysis data about service consumers, and this shows users have different levels of satisfaction, depending on how the product was sold.

What should the insurance company consider NEXT to help resolve the situation?

- **A.** Market relevance
- **B.** Omnichannel delivery
- **C.** Customer analytics
- **D.** Customer feedback

Answer: C

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