Vendor: PEOPLECERT

Exam Code: ITIL-4-DITS

Exam Name: ITIL 4 Leader: Digital & IT Strategy

Version: DEMO

QUESTION 1
An organization has identified three initiatives to support a digital transformation strategy:

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1. Upgrading technology
2. Adopting new software development approaches
3. Changing the structure of teams and departments
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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

Answer: B

QUESTION 2
An organization has utilized digital technology to make significant improvements to business processes that have contributed to the achievement of its strategic objectives. What does this describe?

A. Digital positioning
B. Organizational disruption
C. Digital transformation
D. Operational technology

Answer: C

QUESTION 3
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

Answer: C

QUESTION 4
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 5
An organization is entering a new market with a range of services. Similar services already exist
in the market, and the demand is high.
Which is the BEST approach to pricing and charging for the services in the new market?

A. Adopt a short-term Increase in the pricing and margins
B. Adjust competitive prices for the market and competition
C. Ensure service costs are clear to the consumers to help regulate prices
D. Establish long-term contracts with fixed prices to help secure future Income

Answer: B

QUESTION 6
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

Answer: C

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