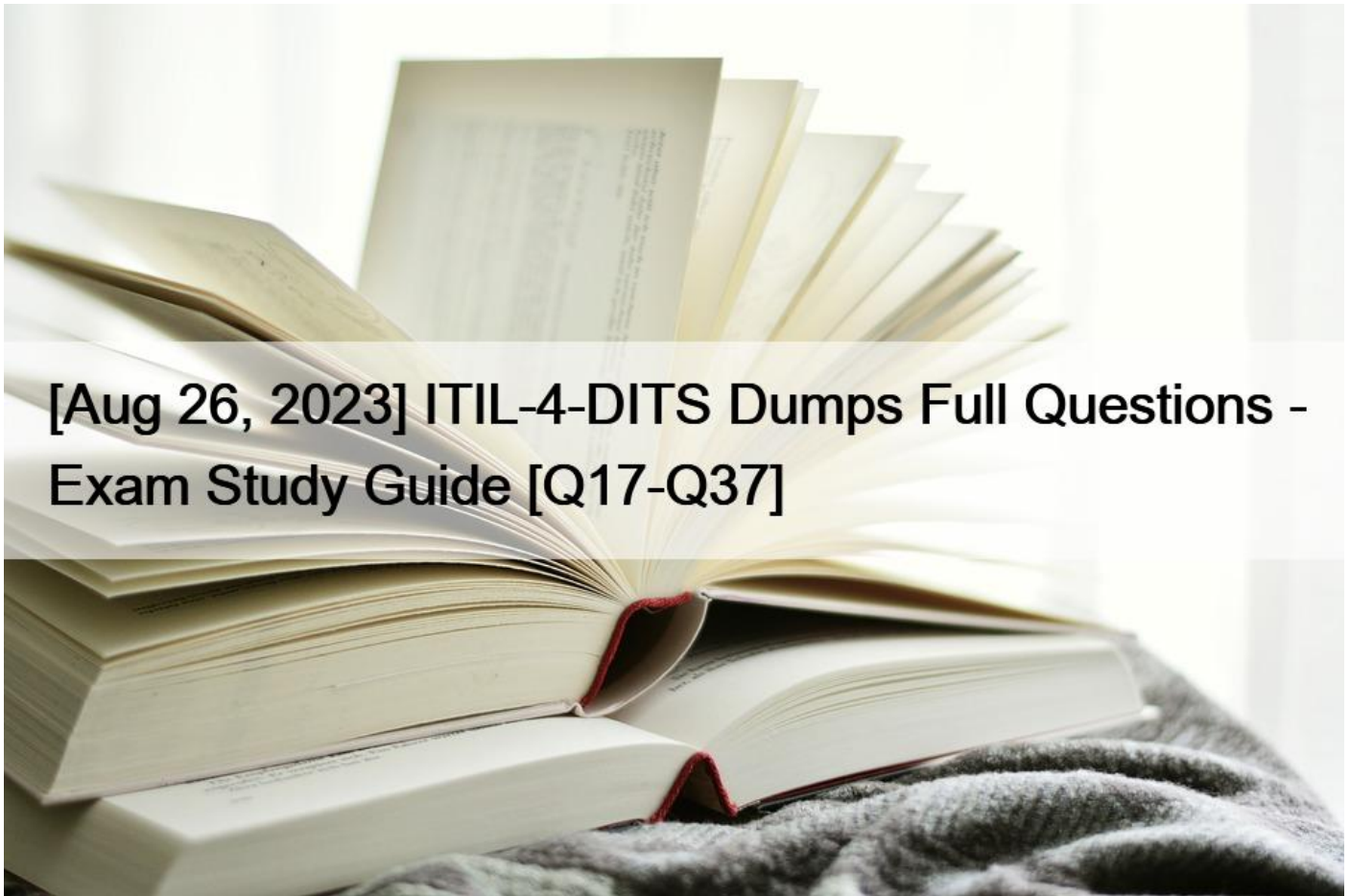


[Aug 26, 2023 ITIL-4-DITS Dumps Full Questions - Exam Study Guide [Q17-Q37]



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ITIL 4 Strategic Leader Free Certification Exam Material from ValidBraindumps with 32 Questions

The ITIL 4 Leader: Digital & IT Strategy certification is the highest level of the ITIL 4 certification scheme, and it provides a comprehensive understanding of digital and IT strategy development and implementation. ITIL 4 Leader: Digital & IT Strategy Exam certification covers key elements such as the impact of digital transformation on IT strategy, the role of IT in business strategy, and the tools and techniques used to develop and implement effective digital and IT strategies.

NEW QUESTION 17

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?

- * Switch 10 funding teams and value streams
- * Switch to funding programmes and protects
- * Provide additional funding to development and operations
- * Provide additional funding via the research and development budget

NEW QUESTION 18

Which is a leadership skill that relates to having a digital mindset?

- * Looking at the potential of new tools to meet customer needs
- * Sharing success stories frequently to motivate others
- * Bulking a rapport with regulators and government officials
- * Measuring the success of strategic digital initiatives

NEW QUESTION 19

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?

- * Ecosystem disruption supported by operational excellence
- * Market relevance supported by ecosystem disruption
- * Customer and market relevance supported by operational excellence
- * Operational excellence supported by customer and market relevance

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. Reference: ITIL 4 Leader: Digital and IT Strategy, page 15-16

NEW QUESTION 20

Which statement about metrics is CORRECT?

- * Leading metrics are difficult to measure, but easy to influence
- * Lagging metrics predict what is likely to happen in the future
- * Lagging metrics are easy to measure and to influence
- * Lagging metrics report what has been achieved

Lagging metrics report what has been achieved by measuring the outcomes or results of past actions or activities. They are easy to measure but difficult to influence. They are useful for evaluating performance and validating hypotheses. Leading metrics predict what is likely to happen in the future by measuring the inputs or drivers of future outcomes or results. They are difficult to measure but easy to influence. They are useful for forecasting and influencing performance. Reference: ITIL 4 Leader: Digital and IT Strategy, page 83-84

NEW QUESTION 21

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?

- * Digital positioning
- * Organizational disruption
- * Digital transformation
- * Operational technology

Digital transformation is the use of digital technology to create new or modify existing business processes, culture, and customer

experiences to meet changing market needs and expectations. An organization that has utilized digital technology to make significant improvements to business processes that have contributed to the achievement of its strategic objectives has undergone a digital transformation. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5

NEW QUESTION 22

An organization provides services to businesses and private customers, it is now reviewing its strategy and needs to ensure that the strategy sufficiently addresses the external perspective.

Which question BEST supports this objective?

- * How can we reduce costs?
- * How can we improve operational efficiencies?
- * How do we get to where we want to be?
- * What markets do we serve?

What markets do we serve? is the best question to support the objective of ensuring that the strategy sufficiently addresses the external perspective. It helps to understand the current and potential customers, segments, needs, expectations, and preferences of the markets that the organization operates in or wants to enter. It also helps to identify the opportunities, threats, and trends in the external environment that can affect the organization's strategy. Reference: ITIL 4 Leader: Digital and IT Strategy, page 7-8

NEW QUESTION 23

An organization is planning a large scale digital transformation programme to significantly improve its digital capabilities. Which is the BEST approach for defining and implementing this programme?

- * The Chief Digital Officer should define and implement the programme
- * A digital task force should be appointed to define and implement the programme
- * individual initiatives should be defined and implemented separately
- * The organization's governing body should define and implement the programme

NEW QUESTION 24

An organization has established a clear vision for digital transformation and has started their transformation journey. They have documented all 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 for the digital transformation to succeed?

- * Management of threats and opportunities
- * Improved use of automation
- * Management of staff skills and competence
- * Linked processes and practices to value creation

NEW QUESTION 25

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

- * Understanding which systems will form the digital technology programme
- * Understanding emerging technologies that could affect the organization
- * Understanding how to identify potential opportunities
- * Understanding the risks involved with digital opportunities

NEW QUESTION 26

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?

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

Adjusting competitive prices for the market and competition is about setting prices that reflect the value of the services, the demand and supply in the market, and the prices of similar or substitute services offered by competitors. This can help attract customers, increase sales, and gain market share. Reference: ITIL 4 Leader: Digital and IT Strategy, page 81

NEW QUESTION 27

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

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

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)?

- * Create one single business case that provides justification for all three initiatives
- * Create one business case for the technology upgrade, and another for the remaining Initiatives
- * Create three different business cases providing justification for each Initiative
- * Create one business case for the organizational change, and another for the remaining Initiatives

NEW QUESTION 28

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?

- * Cannibalism
- * Erosion
- * Concurrence
- * synergism

NEW QUESTION 29

Which is the BEST description of the relationship between organization's products, services, and resources?

- * An organization's services are based on the organization's products
- * An organization's products are required for the execution of an activity
- * An organization's resources are combinations of the organization's products
- * An organization's resources are combinations of the organization's services

NEW QUESTION 30

The leaders of an organization are defining an approach to optimize its value streams and processes to create a more efficient way of

working.

What should this approach focus on?

- * Organizational agility
- * Organizational resilience
- * Elimination of waste
- * Uninterrupted delivery

Elimination of waste is about identifying and removing any activities, resources, or outputs that do not add value to the customers or the organization. This can help optimize value streams and processes, improve efficiency and effectiveness, reduce costs and risks, and increase customer satisfaction. Reference: ITIL 4 Leader: Digital and IT Strategy, page 64

NEW QUESTION 31

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.

- * Simple automation
- * Complex automation
- * Intelligent automation
- * Technology replacement modernization

NEW QUESTION 32

A service provider is developing an operating model to support a new social media service that enables their business strategy.

They have included the following in the operating model:

- * a definition of how suppliers will be involved in the delivery of the service
- * a description of the main performance measures required

Which additional element **MUST** be included to ensure that the essential themes of the operating model are covered?

- * A list of vendors who will provide the components that form the social media service
- * An inventory of the main technology components that will be located at the head office data centre
- * Definitions of the service management toolsets needed to support the service
- * Descriptions of the series of steps for the work that is required to create and support the service

Descriptions of the series of steps for the work that is required to create and support the service are part of the essential themes of the operating model. They define how value is created and delivered through value streams and processes. They also help align the work with the strategy, vision, and goals of the organization and its stakeholders. Reference: ITIL 4 Leader: Digital and IT Strategy, page 19-20

NEW QUESTION 33

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- * Intelligent automation
- * Simple automation
- * Technology replacement modernization
- * Complex automation

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. Reference: ITIL 4 Leader: Digital and IT Strategy, page 63

NEW QUESTION 34

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

- * Dis risk
- * Engagement risk
- * Cyber security risk
- * innovation risk

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. Reference: ITIL 4 Leader: Digital and IT Strategy, page 60-61

NEW QUESTION 35

The leaders of an organization are defining an approach to optimize its value streams and processes to create a more efficient way of working.

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The ITIL 4 Leader: Digital & IT Strategy Exam certification exam is designed to test the candidate's knowledge and skills in digital and IT strategy, including the ability to develop and implement effective strategies for IT services. Candidates will be required to demonstrate their understanding of the key concepts and principles of ITIL 4 and how they can be applied to real-world scenarios. ITIL-4-DITS exam will also test the candidate's ability to analyze and evaluate the effectiveness of IT services and make recommendations for improvement.

Dumps Brief Outline Of The ITIL-4-DITS Exam: <https://www.validbraindumps.com/ITIL-4-DITS-exam-prep.html>]