

Practice Exam Questions



ITIL 4 Leader: Digital & IT Strategy



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Exam ITIL-4-DITS

ITIL 4 Leader: Digital & IT Strategy Exam

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[Total Questions: 30]

Question No : 1

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

Explanation: 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 No : 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

Explanation: 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. References: ITIL 4 Leader: Digital and IT Strategy, page 5

Question No : 3

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)?

- 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: C

Explanation: Creating three different business cases providing justification for each initiative is the best approach to take when creating the business case(s). This can help evaluate the costs, benefits, risks, and impacts of each initiative separately and compare them with each other. It can also help prioritize and sequence the initiatives based on their feasibility and desirability. References: ITIL 4 Leader: Digital and IT Strategy, page 49-50

Question No : 4

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?

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

Answer: D

Explanation: 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. References: ITIL 4 Leader: Digital and IT Strategy, page 7-8

Question No : 5

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

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

Answer: B

Explanation: A digital task force is a cross-functional team that is responsible for defining and implementing a large scale digital transformation programme. This can help ensure that the programme is aligned with the organization's vision and strategy, has clear objectives and scope, follows a structured approach, leverages best practices and innovation, and delivers value to the organization and its stakeholders. References: ITIL 4 Leader: Digital and IT Strategy, page 47-48

Question No : 6

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 Improved dividends from increased profits without significant Investment
- C. Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility
- D. Healthcare professionals will be able to promote the services to healthcare users and reduce costs

Answer: C

Explanation: 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 the consumers 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

Question No : 7

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

- A. An organization's services are based on the organization's products
- B. An organization's products are required for the execution of an activity
- C. An organization's resources are combinations of the organization's products
- D. An organization's resources are combinations of the organization's services

Answer: B

Explanation: An organization's products are required for the execution of an activity is the best description of the relationship between organization's products, services, and resources. A product is a configuration of an organization's resources designed to offer value for a consumer. A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without specific costs and risks. A resource is anything that might help deliver an organizational objective. References: ITIL 4 Leader: Digital and IT Strategy, page 11-12

Question No : 8

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

Answer: D

Explanation: 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. References: ITIL 4 Leader: Digital and IT Strategy, page 19-20

Question No : 9

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

Explanation: 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. References: ITIL 4 Leader: Digital and IT Strategy, page 81

Question No : 10

An organization wants to ensure that all Key stakeholders are aware of the strategic direction and support it. What is the MOST approach to achieve this?

- A. Deliver compulsory strategic awareness sessions regularly
- B. Ensure there is one common communication channel for the strategy

- C. Utilize metrics to ensure stall comply with the strategy
- D. Tallor strategic communications to the stakeholders preferences

Answer: D

Explanation: Tailoring strategic communications to the stakeholders' preferences is the best approach to ensure that all key stakeholders are aware of the strategic direction and support it. This means that the organization considers the needs, expectations, interests, and preferences of different stakeholders when communicating the strategy. This can help increase stakeholder engagement, understanding, alignment, and buy-in. References: ITIL 4 Leader: Digital and IT Strategy, page 10-11

Question No : 11

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

Explanation: 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 No : 12

Which statement about metrics is CORRECT?

- A. Leading metrics ate difficult to measure, but easy to Influence
- B. Lagging metrics are easy to measure and to influence
- C. Legging metrics report what has been achieved
- D. Lagging metrics predict what a is likely to happen in the future