



# ITIL-DITS<sup>Q&As</sup>

ITIL 4 Leader: Digital & IT Strategy

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**QUESTION 1**

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?

- A. Switch 10 funding teams and value streams
- B. Switch to funding programmes and protects
- C. Provide additional funding to development and operations
- D. Provide additional funding via the research and development budget

Correct Answer: A

Switching to funding teams and value streams is the best way to change their funding model to support their objective of developing and deploying solutions rapidly in response to constantly changing market needs. Funding teams and value streams means allocating budgets based on the value delivered by cross-functional teams working on end-to-end processes that create value for customers. This can help increase agility, flexibility, collaboration, and innovation.

References: ITIL 4 Leader: Digital and IT Strategy, page 50-51

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**QUESTION 2**

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:

1.  
a definition of how suppliers will be involved in the delivery of the service
2.  
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

Correct Answer: D

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

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### QUESTION 3

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

Correct Answer: A

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

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### QUESTION 4

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?

- 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

Correct Answer: B

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

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### QUESTION 5

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 the 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

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