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ITIL 4 Leader: Digital & IT Strategy

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**QUESTION 1**

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

QUESTION 2

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

Correct Answer: C

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 3

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

Correct Answer: C

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

QUESTION 4

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

Correct Answer: B

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 5

An organization strategy requires them to continually maintain market relevance. Which approach is the MOST relevant to achieve this objective?

- A. Customer 360
- B. Digital transformation
- C. Employee 360
- D. PESTLE analysis



Correct Answer: B

Digital transformation is the most relevant approach to achieve the objective of continually maintaining market relevance. It is about using digital technology to create new or modify existing business processes, culture, and customer experiences to meet changing market needs and expectations. It also helps to create value, enhance competitiveness, and foster innovation. References: ITIL 4 Leader: Digital and IT Strategy, page 5

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