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ITIL 4 Leader: Digital & IT Strategy

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QUESTION 1

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?

- 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

Correct Answer: C

Management of staff skills and competence is what the organization needs for the digital transformation to succeed. This means that the organization ensures that its staff have the necessary skills and competence to support the digital transformation and deliver value to customers. This can involve training, development, coaching, mentoring, recruitment, retention, and motivation of staff. References: ITIL 4 Leader: Digital and IT Strategy, page 68-69

QUESTION 2

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 staff comply with the strategy
- D. Tailor strategic communications to the stakeholders' preferences

Correct Answer: D

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 3

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

QUESTION 4

Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

- A. Digital strategy
- B. Digital technology
- C. Digital transformation
- D. Digital business

Correct Answer: B

Digital technology includes the use of hardware and software to store, retrieve, transmit, and manipulate data. It is one of the components of digital transformation, which is the use of digital technology to create new or modify existing business processes, culture, and customer experiences. Digital strategy is the plan for how an organization will use digital technology to achieve its goals and objectives. Digital business is the business model that leverages digital technology to create value for customers and stakeholders. References: ITIL 4 Leader: Digital and IT Strategy, page 5-6

QUESTION 5

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

Correct Answer: A

A low risk capacity means that an organization cannot afford the loss that comes from taking risks that go wrong, while a high risk appetite means that an organization is willing to take those risks anyway. This situation can lead to big losses and unsustainable outcomes. References: ITIL 4 Leader: Digital and IT Strategy, page 57



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