



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

ITIL 4 Leader: Digital & IT Strategy

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### QUESTION 1

Why might an organization choose to Implement an Innovation even though it does not meet its minimum requirement for "return on Investment" (ROI)?

- A. The innovation is low cost
- B. The innovation is essential for the a organization to survive
- C. The innovation will deliver significant benefit for the organization
- D. The innovation is low risk

Correct Answer: C

The innovation will deliver significant benefit for the organization is a reason why an organization might choose to implement an innovation even though it does not meet its minimum requirement for "return on investment" (ROI). This means that the organization values the long-term or intangible benefits of the innovation more than the short-term or financial returns. For example, the innovation might enhance customer satisfaction, brand reputation, market share, or social impact. References: ITIL 4 Leader: Digital and IT Strategy, page 27-28

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### 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

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### QUESTION 3

Which is an example of industry disruption?

- A. A service provider has launched a new app to support collaboration that is easy to use, and is popular with



consumers from many markets

- B. An organization transitioned a large number of its services to a cloud provider to remain competitive In their market
- C. A mobile phone provider has adopted a new operating model in response to threats from the competition which has resulted In the provider becoming the market leader
- D. A software provider has developed a new satellite navigation system for the serf-driving cat market that has become the system of choice for car manufacturers

Correct Answer: D

A software provider has developed a new satellite navigation system for the self-driving car market that has become the system of choice for car manufacturers is an example of industry disruption. Industry disruption is about creating new markets or value propositions that challenge or replace existing ones. The software provider has created a new value proposition for the self-driving car market that has disrupted the existing satellite navigation systems and gained a competitive advantage. References: ITIL 4 Leader: Digital and IT Strategy, page 37-38

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#### QUESTION 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?

Correct Answer: D

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

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#### QUESTION 5

A service provider a 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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