



ITIL-DITS^{Q&As}

ITIL 4 Leader: Digital & IT Strategy

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QUESTION 1

Which statement is CORRECT about risk management in digital organizations?

- A. All the organization's stakeholders should contribute to risk assessment
- B. All risk management efforts should focus on assets owned by the organization
- C. All risk management should start by assessing the current state
- D. All risks could cause harm to the organization if they are not managed

Correct Answer: A

All the organization's stakeholders should contribute to risk assessment because they have different perspectives, insights, and interests in relation to the organization's objectives, activities, and outcomes. Their involvement can help identify, analyze, evaluate, and treat risks more effectively and comprehensively. References: ITIL 4 Leader: Digital and IT Strategy, page 59

QUESTION 2

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 3

Which statement about metrics is CORRECT?

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



Correct Answer: C

Lagging metrics report what has been achieved by measuring the outcomes or results of past actions or activities. They are easy to measure but difficult to influence. They are useful for evaluating performance and validating hypotheses. Leading metrics predict what is likely to happen in the future by measuring the inputs or drivers of future outcomes or results. They are difficult to measure but easy to influence. They are useful for forecasting and influencing performance. References: ITIL 4 Leader: Digital and IT Strategy, page 83-84

QUESTION 4

An external service provider is developing a new strategy for delivering social media services. The success of new services depends on high levels of customer satisfaction achieved through the highest level of support to users.

As part of an internal analysis, which factor is MOST important to consider to ensure that the service provider has the capability to provide the service?

- A. Employment laws effecting service provider staff
- B. A mixed demographic of users with varied levels of IT skills
- C. Knowledge and understanding of potential Innovative technology
- D. Well-trained service desk staff with a broad set of skills

Correct Answer: D

Well-trained service desk staff with a broad set of skills are an important factor to consider to ensure that the service provider has the capability to provide the service. They are the main point of contact for customers and users, and they need to be able to handle different types of requests, issues, and feedback. They also need to be able to support the highest level of support to users, which requires technical, communication, and problem-solving skills. References: ITIL 4 Leader: Digital and IT Strategy, page 67-68

QUESTION 5

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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