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ITIL 4 Leader: Digital & IT Strategy

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QUESTION 1

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 2

An organization has identified an opportunity to provide increased value to the healthcare user market. It wants to provide online access to healthcare services before its competition. Which is the NST value proposition for the healthcare user market to include in the strategy?

- A. The organization will be able to utilize Innovative technology to develop software apps in faster times to market
- B. Shareholder will receive Improve dividends from increased profits without significant Investment
- C. Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility
- D. Healthcare professionals will be able to promote the services to healthcare users and reduce costs

Correct Answer: C

Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility is the best value proposition for the healthcare user market to include in the strategy. It describes how the online access to healthcare services will benefit the consumers by meeting their needs and expectations, creating value and convenience for them, and differentiating the service from the competition. References: ITIL 4 Leader: Digital and IT Strategy, page 12-13

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

QUESTION 4

The leaders of an organization ate defining an approach to optimize its value streams and processes to create a more efficient way of working.

What should this approach focus on?

- A. Organizational agility
- B. Organizational resilience
- C. Elimination of waste
- D. Uninterrupted delivery

Correct Answer: C

Elimination of waste is about identifying and removing any activities, resources, or outputs that do not add value to the customers or the organization. This can help optimize value streams and processes, improve efficiency and effectiveness, reduce costs and risks, and increase customer satisfaction. References: ITIL 4 Leader: Digital and IT Strategy, page 64

QUESTION 5

Which parallel model is based on using the Income generated by an existing business model to fund a new digital business model until can fund itself?

- A. Cannibalism
- B. Erosion
- C. Concurrence
- D. synergism



Correct Answer: D

Synergism is a parallel model that is based on using the income generated by an existing business model to fund a new digital business model until it can fund itself. It is a way of balancing the risks and rewards of innovation and disruption by creating a synergy between the old and the new business models. References: ITIL 4 Leader: Digital and IT Strategy, page 39

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