



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

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

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### QUESTION 2

Which type of risk is MOST LIKELY to be identified by modeling and test reviews?

- A. Dis risk
- B. Engagement risk
- C. Cyber security risk
- D. innovation risk

Correct Answer: C

Cyber security risk is the most likely type of risk to be identified by modeling and test reviews. Modeling and test reviews are methods of assessing risks by simulating or testing different scenarios, outcomes, or impacts. Cyber security risk is the risk of unauthorized access, use, disclosure, modification, or destruction of data or systems. Modeling and test reviews can help identify cyber security risks by exposing vulnerabilities, weaknesses, or flaws in the data or systems. References: ITIL 4 Leader: Digital and IT Strategy, page 60-61

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### QUESTION 3

Which is the BEST approach to defining a vision and a strategy in an organization with multiple specialization divisions?

- A. Vision and strategy should be defined by the executive leader and communicated to the divisions
- B. Vision and strategy should be defined by the governing body and communicated to the divisions' leaders
- C. Vision and strategy should be defined in collaboration with the leaders of the organization and division



D. Vision and strategy should be defined in collaboration with the enterprise architects and consultants

Correct Answer: C

Vision and strategy should be defined in collaboration with the leaders of the organization and division to ensure alignment, coherence, and buy-in across the organization. This can help create a shared understanding of the goals, values, and direction of the organization and its divisions, as well as leverage the expertise and insights of different leaders. References: ITIL 4 Leader: Digital and IT Strategy, page 9-10

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#### 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

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#### QUESTION 5

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

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