



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

ITIL 4 Leader: Digital & IT Strategy

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### QUESTION 1

The leaders of an organization are 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

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### QUESTION 2

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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### QUESTION 3

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

#### QUESTION 4

An organization has utilized digital technology to make significant improvements to business processes that have contributed to the achievement of its strategic objectives. What does this describe?

- A. Digital positioning
- B. Organizational disruption
- C. Digital transformation
- D. Operational technology

Correct Answer: C

Digital transformation is the use of digital technology to create new or modify existing business processes, culture, and customer experiences to meet changing market needs and expectations. An organization that has utilized digital technology to make significant improvements to business processes that have contributed to the achievement of its strategic objectives has undergone a digital transformation. References: ITIL 4 Leader: Digital and IT Strategy, page 5

#### 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 me 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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