

# DUMPS ARENA

## ITIL 4 Leader: Digital & IT Strategy Exam

PEOPLECERT ITIL-4-DITS

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[sales@dumpsarena.co](mailto:sales@dumpsarena.co)

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**QUESTION NO: 1**

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 me 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

**ANSWER: C****Explanation:**

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

**QUESTION NO: 2**

An organization has started a digital transformation programme, and wants to create a culture of innovation. This month, the CIO plans to deliver a presentation on how chatbots can improve the customer registration experience.

Which approach is the CIO using to support the programme?

- A. Encouraging digital technology opportunities
- B. Establishing a mantel intelligence culture
- C. Giving employees time for training and development
- D. Working with workflow and talent management

**ANSWER: A****Explanation:**

Encouraging digital technology opportunities is the approach that the CIO is using to support the programme of creating a culture of innovation. This means that the CIO is promoting and facilitating the exploration and adoption of new digital technologies that can create value for the organization and its customers. By delivering a presentation on how chatbots can improve the customer registration experience, the CIO is demonstrating how digital technology can enable innovation and enhance customer value. References: ITIL 4 Leader: Digital and IT Strategy, page 25-26

**QUESTION NO: 3**

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

**ANSWER: C**

**Explanation:**

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

**QUESTION NO: 4**

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

**ANSWER: B**

**Explanation:**

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 NO: 5**

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

**ANSWER: C**

**Explanation:**

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