Exam Code: ITIL-4-DITS

Exam Name: ITIL 4 Leader: Digital & IT Strategy

Website: https://VCEup.com/
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Question No: 1

An organization cannot afford the loss that comes from taking risks that go wrong, but they suffer big losses because they often take these risks anyway.

What combination of risk capacity and risk appetite this situation?

A. Low risk capacity, high risk appetite

B. High risk capacity, high risk appetite

C. Low risk capacity, low risk appetite

D. High risk capacity, low risk appetite

Answer: A

Explanation:

Question No: 2

An organization is aiming to use an innovative social media platform to improve engagement with young consumers.

What should the organization's strategy focus on?

A. Ecosystem disruption supported by operational excellence

B. Market relevance supported by ecosystem disruption

C. Customer and market relevance supported by operational excellence

D. Operational excellence supported by customer and market relevance

Answer: C

Explanation:

Question No: 3

An organization is continually changing to maintain customer and market relevant. The changes adopting new technologies, expanding to new markets, and adjusting the service portfolio.

Which is the BEST approach to ensure that suppliers and partners support these changes?

A. Technology replacement modernization

B. Uninterrupted delivery

C. Sourcing strategy

D. Organizational resilience

Answer: C

Explanation:

Question No: 4

An organization identified activities that are performed by many different people who follow detailed procedures to ensure they carry out all the steps. The procedures are very clear, and if staff follow the exact steps in the procedure then the results are always good, but this takes a lot of time.

A. Simple automation

B. Complex automation

C. Intelligent automation

D. Technology replacement modernization

Answer: A

Explanation:

Question No: 5

An insurance company generates sales from its website, from agents in a call center, and from third parties working for other financial service organizations. The product is very product is very popular and users are generally satisfied. The organization regularly collects and analysis data about service consumers, and this shows users have different levels of satisfaction, depending on how the product was sold.

What should the insurance company consider NEXT to help resolve the situation?

A. Market relevance

B. Omnichannel delivery

C. Customer analytics

D. Customer feedback

Answer: C

Explanation:

Question No: 6

An organization is entering a new market with a range of services. Similar services already exist in the market, and the demand is high.

Which is the BEST approach to pricing and charging for the services in the new market?

A. Adopt a short-term Increase in the pricing and margins

B. Adjust competitive prices for the market and competition

C. Ensure service costs are clear to the consumers to help regulate prices

D. Establish long-term contracts with fixed prices to help secure future Income

Answer: B

Explanation:

Question No: 7

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:

Question No: 8

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

Answer: C

Explanation:

Question No: 9

An organization is planning a large scale digital transformation programme to significantly improve its digital capabilities. Which Is the BUT approach for defining and implementing this programme?

A. The Chief Digital Officer should define and implement the programme

B. A digital task force should be appointed to define and Implement me programme

C. individual initiatives should be defined and implemented separately

D. The organization's governing body should define and implement the programme

Answer: B

Explanation:

Question No: 10

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:

• a definition of how suppliers will be Involved in the delivery of the service

• 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 mat form the social media service

B. An inventory of the mam 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

Answer: D

Explanation:

Question No: 11

Which is a leadership skill that relates to having a digital mindset?

A. Looking at the potential of new tools to meet customer needs

B. Sharing success stories frequently to motivate others

C. Bulking a rapport with regulators and government officials

D. Measuring the success of strategic digital initiatives

Answer: A

Explanation:

Question No: 12

Which statement is CORRECT about risk management in digital organizations?

A. All the organization's slaveholders 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

Answer: A

Explanation:

Question No: 13

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

Answer: C

Explanation:

Question No: 14

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
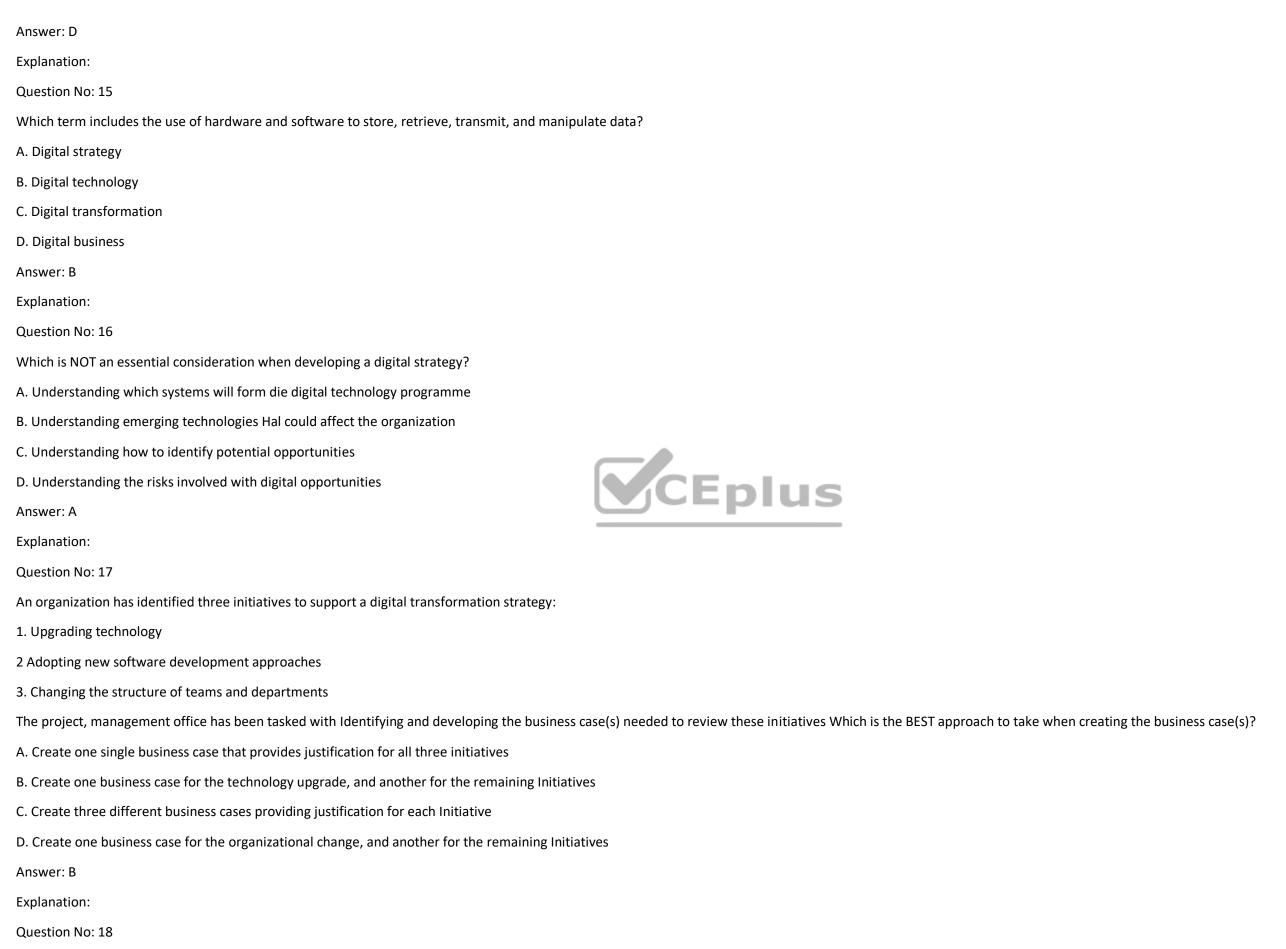
B. Shareholder will receive Improve dividends from increased proms without significant Investment

C. Consumers will be able to access advice and request prescriptions quickly at al limes without attending a medical facility

D. Healthcare professionals will be able to promote the services to healthcare users and reduce costs

Answer: D

Explanation:

Question No: 15

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:

Question No: 16

Which is NOT an essential consideration when developing a digital strategy?

A. Understanding which systems will form die digital technology programme

B. Understanding emerging technologies Hal could affect the organization

C. Understanding how to identify potential opportunities

D. Understanding the risks involved with digital opportunities

Answer: A

Explanation:

Question No: 17

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

Answer: B

Explanation:

Question No: 18

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

Answer: B

Explanation:

Question No: 19

Which statement about metrics is CORRECT?

A. Leading metrics ate difficult to measure, but easy to Influence

B. Lagging metrics are easy to measure and to influence

C. Legging metrics report what has been achieved

D. Lagging metrics predict what a is likely to happen in the future

Answer: B

Explanation:

Question No: 20

An organization provides services to businesses and private customers, it is now reviewing. its strategy and needs to ensure that the strategy sufficiently addresses the external perspective.

Which question BEST supports this objective?

A. How can we reduce costs?

B. How can we improve operational efficiencies?

C. How do we get to where we want to be?

D. What markets do we serve?

Answer: D

Explanation:

Question No: 21

An organization strategy requires them to continually maintain market relevance.

Which approach is the MOST relevant to achieve this objective?

A. Customer 360

B. Digital transformation

C. Employee 360

D. PESTLE analysis

Answer: A

Explanation:

Question No: 22

Which is the BEST description of the relationship between organization's products, services, and resources?

A. An organization's services ate 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

Answer: A

Explanation:

Question No: 23

A software development organization has a very traditional way of working that no longer meets their market needs. They currently manage all budgets via their development and operations business units. They want to change so that they can develop and deploy solutions rapidly In response to constantly changing market needs.

How should they change their funding model to support this?

A. Switch 10 funding teams and value streams

B. Switch to funding programmes and protects

C. Provide additional funding lo development and operations

D. Provide additional funding via the research and development budget

Answer: A

Explanation:

Question No: 24

Why might an organization choose to Implement an Innovation even though it does not meet its minimum requirement for "return on Investment' (ROI)?

A. The innovation is low cost

B. The innovation is essential for the a organization to survive

C. The innovation will deliver significant benefit for the organization

D. The innovation is low risk

Answer: A

Explanation:

Question No: 25

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

Answer: B

Explanation:

Question No: 26

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:

Question No: 27

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 stall comply with the strategy

D. Tallor strategic communications to the stakeholders preferences

Answer: D

Explanation:

Question No: 28

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

Answer: D

Explanation:

Question No: 29

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

Answer: C

Explanation:

Question No: 30

An organization has established a dear vision for digital transformation and has started their transformation journey. They have documented al 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 lot 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: