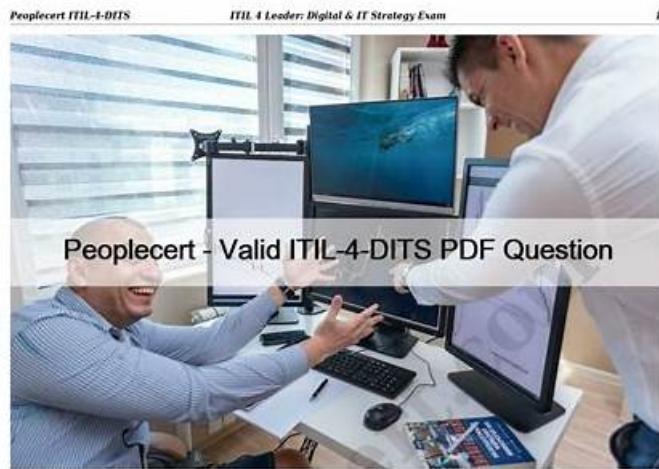


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The ITIL 4 Leader: Digital & IT Strategy Exam certification exam is intended for professionals who have achieved the ITIL 4 Managing Professional (MP) or ITIL 4 Strategic Leader (SL) certification. The ITIL-4-DITS certification is ideal for IT professionals who want to advance their skills in digital and IT strategy and lead their organizations towards successful digital transformation. ITIL 4 Leader: Digital & IT Strategy Exam certification not only demonstrates the professional's expertise but also validates their commitment to continuous learning and development.

The ITIL 4 Leader: Digital & IT Strategy certification is essential for IT professionals who want to advance their careers in the digital age. ITIL 4 Leader: Digital & IT Strategy Exam certification demonstrates a deep understanding of the latest trends and technologies in digital and IT strategy, and is highly valued by employers worldwide. It is also a great asset for IT professionals who are looking to enhance their skills and knowledge in this field, and who want to stay ahead of the competition.

Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q33-Q38):

NEW QUESTION # 33

A service provider is 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 the main performance measures required

Which additional element MUST be included to ensure that the essential themes of the operating model are covered?

- A. Definitions of the service management toolsets needed to support the service
- **B. Descriptions of the series of steps for the work that is required to create and support the service**
- C. An inventory of the main technology components that will be located at the head office data centre
- D. A list of vendors who will provide the components that form the social media service

Answer: B

Explanation:

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. Reference: ITIL 4 Leader: Digital and IT Strategy, page 19-20

NEW QUESTION # 34

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 affecting service provider staff
- B. Well-trained service desk staff with a broad set of skills
- **C. Knowledge and understanding of potential innovative technology**
- D. A mixed demographic of users with varied levels of IT skills

Answer: C

NEW QUESTION # 35

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. Tailor strategic communications to the stakeholders preferences
- B. Utilize metrics to ensure staff comply with the strategy
- C. Ensure there is one common communication channel for the strategy
- D. Deliver compulsory strategic awareness sessions regularly

Answer: A

NEW QUESTION # 36

Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

- A. Digital technology
- B. Digital transformation
- C. Digital business
- D. Digital strategy

Answer: A

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. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5-6

NEW QUESTION # 37

Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

- A. Digital technology
- B. Digital transformation
- C. Digital business
- D. Digital strategy

Answer: A

NEW QUESTION # 38

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