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The ITIL 4 Leader: Digital & IT Strategy Exam certification exam consists of 40 multiple-choice questions that need to be completed within 120 minutes. ITIL-4-DITS Exam is designed to test the candidate's knowledge and understanding of IT and digital strategy, as well as their ability to apply that knowledge to real-world scenarios. ITIL-4-DITS exam covers topics such as digital transformation, IT governance, organizational change management, leadership, and strategy implementation. Upon passing the exam, individuals will be certified as ITIL 4 Leaders in Digital & IT Strategy, which is a highly respected certification in the IT industry. ITIL 4 Leader: Digital & IT Strategy Exam certification is valid for life and does not require any renewal or recertification.

Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q28-Q33):

NEW QUESTION # 28

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. Complex automation
- **B. Simple automation**
- C. Technology replacement modernization
- D. Intelligent automation

Answer: B

Explanation:

Simple automation is about using technology to automate repetitive and standardized tasks that follow clear and detailed procedures. This can help reduce human errors, save time and resources, and improve efficiency and quality. Reference: ITIL 4 Leader: Digital and IT Strategy, page 63

NEW QUESTION # 29

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

Answer: A

Explanation:

Well-trained service desk staff with a broad set of skills are an important factor to consider to ensure that the service provider has the capability to provide the service. They are the main point of contact for customers and users, and they need to be able to handle different types of requests, issues, and feedback. They also need to be able to support the highest level of support to users, which requires technical, communication, and problem-solving skills. Reference: ITIL 4 Leader: Digital and IT Strategy, page 67-68

NEW QUESTION # 30

A service provider has a new strategy which involves them selling services via third parties, and also from their own website. This new sales channel should bring additional customers, and may also have a positive effect on direct sales because it increases brand recognition.

Which parallel operating model is appropriate for this situation?

- A. Erosion
- B. Cannibalism
- **C. Synergism**
- D. Concurrence

Answer: C

NEW QUESTION # 31

An organization encourages employees to carry out small experiments to see what impact they may have. Recent experiments have included changing office layouts, reconfiguring virtual infrastructure, trialing small changes to apps used by its customers, and introducing small changes to contracts with key suppliers.

How could this help the organization become more competitive?

- A. By educating consumers about changes to services
- **B. By encouraging a focus on innovation**
- C. By improving strategic alignment
- D. By improving return on investment

Answer: B

NEW QUESTION # 32

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. Complex automation
- **B. Simple automation**
- C. Technology replacement modernization
- D. Intelligent automation

Answer: B

NEW QUESTION # 33

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