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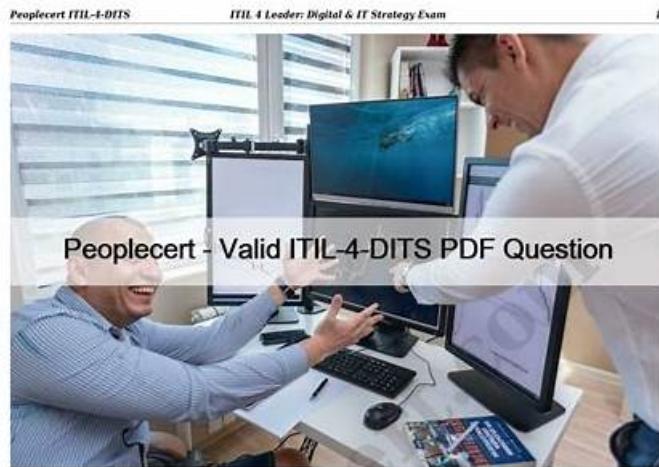
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Peoplecert ITIL-4-DITS Exam Syllabus Topics:

Topic	Details
Topic 1	• Responding to Digital Disruption: This domain targets a Digital Transformation Specialist and explores how organisations can strategically position themselves against digital disruptors. It involves assessing digital readiness, using technology to enhance operational performance, and improving customer satisfaction to stay relevant in disruptive markets.
Topic 2	• Optimising Customer Experience: This domain targets a Customer Experience Manager and involves techniques to enhance customer interactions through digital and IT strategies. It includes using technology and data insights to personalise experiences, streamline processes, and deliver high-quality, consistent services.

Topic 3	• Evolving Service Delivery Models: This domain targets a Service Delivery Manager and focuses on adopting innovative service delivery approaches suitable for the digital era. It includes adapting models to meet changing customer needs and leveraging digital technologies to increase operational efficiency and service effectiveness.
Topic 4	• Strategic Risk Management in VUCA Environments: This section measures skills of a Risk Management Officer and covers identifying, evaluating, and managing risks and opportunities in volatile, uncertain, complex, and ambiguous (VUCA) environments. It includes understanding the challenges of risk management in digital business models and crafting strategies to mitigate threats while exploiting opportunities.
Topic 5	• Driving Organisational Change: This section measures the skills of a Change Management Lead and covers leading organisational change through digital and IT strategies. It emphasizes aligning culture, processes, and structures to support digital transformation, fostering an environment that encourages innovation and agility.
Topic 6	• Operationalising Strategy: This section measures the expertise of an IT Service Manager and addresses how digital and IT strategies integrate with the ITIL 4 service value system. It covers aligning strategies with guiding principles, effectively implementing them across the service value chain, and utilizing ITIL 4 practices to ensure strategic objectives are met.
Topic 7	• Crafting a Digital Vision and Strategy: This section of the exam measures the skills of a Digital Strategy Consultant and covers assessing both internal and external factors to develop a clear digital vision. It emphasizes understanding the changing landscape of modern service economies and why organisations must evolve their strategies to maintain competitiveness in a digital world.

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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q29-Q34):

NEW QUESTION # 29
Which technique or framework can BEST help to identify a broad range of strategic risks?

- A. OKR
- B. PESTLE
- C. Portfolio optimization
- D. Customer analytics

Answer: B

NEW QUESTION # 30
Which approach would MOST help an organization to plan a digital transformation if it does not have a digital strategy?

- A. Plan a large-scale transformation, which will define the strategy
- B. Follow the guidance of a best practice digital transformation framework
- C. Define a digital strategy first, then base the transformation planning on it
- D. Plan the transformation as a series of minor incremental improvements

Answer: C

NEW QUESTION # 31
An organization is performing a digital readiness assessment. The results of areas that have been assessed are:
* The value streams for creating and maintaining digital services are clearly defined
* There is a need to improve how automation is used to create digital services
* The organization's attitude to risk does not match their digital strategy Which other area should be assessed?

- A. The organization's approach to responding to threats
- B. The activities and processes used for managing services
- C. The business case for organizational transformation
- D. The policies and practices for staff development and learning

Answer: D

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. Technology replacement modernization
- B. Simple automation
- C. Intelligent automation
- D. Complex 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 # 33
Which describes an aspect of IT strategy?

- A. A strategic plan to automate internal activities or replace outdated technology
- B. A strategy to re-launch existing products and services using digital technology
- C. A business strategy that relies on digital technology to achieve its goals and purpose
- D. An understanding of how the IT department enables the business to achieve its strategic goals

Answer: D

NEW QUESTION # 34
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