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You get a specific amount of time per day to study, you have a job, need to go to the office daily, and take time to relax from the hectic work schedule. So, planning a long study schedule is not possible. Some people study while traveling to the office, some prefer to check the office breaks and some even take it to late-night study especially when they are left with little time to prepare ITIL 4 Leader: Digital & IT Strategy Exam ITIL-4-DITS for certification exam. For this reason, we want to make your journey smooth by providing you with smart tips to make the most out of your ITIL 4 Leader: Digital & IT Strategy Exam ITIL-4-DITS study material for the ITIL 4 Leader: Digital & IT Strategy Exam ITIL-4-DITS certification programs and clear it in one go.

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

#### NEW QUESTION # 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. Operational technology
- C. Digital transformation
- D. Organizational disruption

**Answer: C**

#### NEW QUESTION # 30

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**

#### **NEW QUESTION # 31**

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

**Answer: C**

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.

Reference: ITIL 4 Leader: Digital and IT Strategy, page 25-26

#### **NEW QUESTION # 32**

Which statement about metrics is CORRECT?

- **A. Leading metrics report what has been achieved**
- B. Lagging metrics are easy to measure and to influence
- C. Leading metrics are difficult to measure, but easy to influence
- D. Lagging metrics predict what is likely to happen in the future

**Answer: A**

Explanation:

Lagging metrics report what has been achieved by measuring the outcomes or results of past actions or activities. They are easy to measure but difficult to influence. They are useful for evaluating performance and validating hypotheses. Leading metrics predict what is likely to happen in the future by measuring the inputs or drivers of future outcomes or results. They are difficult to measure but easy to influence. They are useful for forecasting and influencing performance. Reference: ITIL 4 Leader: Digital and IT Strategy, page 83-84

#### **NEW QUESTION # 33**

Which type of risk is MOST LIKELY to be identified by modeling and test reviews?

- A. Cyber security risk
- B. Disruption risk
- **C. Engagement risk**
- D. Innovation risk

**Answer: C**

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