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PeopleCert ITIL 4 DITS is a certification exam that focuses on ITIL 4 Leader: Digital & IT Strategy. This exam is designed to assess the knowledge and expertise of professionals in the field of IT service management. The exam is intended for those who want to demonstrate their ability to lead and manage digital and IT service management in their organization.

PeopleCert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q17-Q22)

NEW QUESTION # 17
Which is an example of strategy disruption?
A software provider has developed a new variable navigation system for the self-driving car market that can reduce the cost of travel for car manufacturers.
C an IT provider in a large number of IT services to a cloud provider to remain competitive in their market.
C a service provider has launched a new app to support customers that is easy to use, and it requires very little maintenance.
C an IT provider has adopted a new operating model in response to threats from its competition which has resulted in the provider becoming the market leader

Answer: A

NEW QUESTION # 18
An organization has started a digital transformation initiative, and wants to create a culture of innovation.
The CIO plans to ensure a combination of new strategies can improve the customer registration experience.
Which approach is the CIO using to support this programme?
A ITIL 4 Leader: Digital & IT Strategy exam
B Working with stakeholders to support the change
C Encouraging digital technology opportunities
D Giving employees time for training and development

Answer: C

NEW QUESTION # 19
The leaders of an organization are defining an approach to estimate its value streams and outcomes.
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EXIN ITIL Foundation (V4) Sample Questions (Q227-Q232):

NEW QUESTION # 227

Which of the following BEST describes Technical Management?

- A. A Function that provides hardware repair services for technology involved in the delivery of service to customers
- B. Senior managers responsible for all staff within the technical support Function
- C. A Function that includes the groups, departments or teams that provide technical expertise and overall management of the IT Infrastructure
- D. A Function responsible for Facilities Management and building control systems

Answer: C

Explanation:

Topic 5, Volume E

NEW QUESTION # 228

Which TWO statements about the 'service request management' practice are CORRECT?

1. Service requests are part of normal service delivery
2. Complaints can be handled as service requests
3. Service requests result from a failure in service
4. Normal changes should be handled as service requests

- A. 3 and 4
- B. 1 and 4
- C. 1 and 2
- D. 2 and 3

Answer: C

NEW QUESTION # 229

Which of the following best describes a Service Request?

- A. A request from a User for information, advice or for a Standard Change
- B. Any request or demand that is entered by a user via a Self-Help web-based interface
- C. Anything that the customer wants and is prepared to pay for
- D. Any request for change that is low risk and can be approved by the Change Manager without a CAB meeting

Answer: A

Explanation:

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

NEW QUESTION # 230

Which groups of people would work according to an operational level agreement?

- A. All stakeholders
- B. Business units
- C. External IT teams
- D. Internal IT teams

Answer: D

NEW QUESTION # 231

Which process has the purpose to ensure that, by managing the risks which could seriously affect IT services, the IT service provider can always provide minimum agreed business-related service levels?

- A. Service catalog management
- B. Financial management for IT services
- **C. IT service continuity management**
- D. Change management

Answer: C

Explanation:

Reference:http://wiki.en.it-processmaps.com/index.php/ITIL_V3_Service_Design(See IT service continuitymanagement)

NEW QUESTION # 232

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