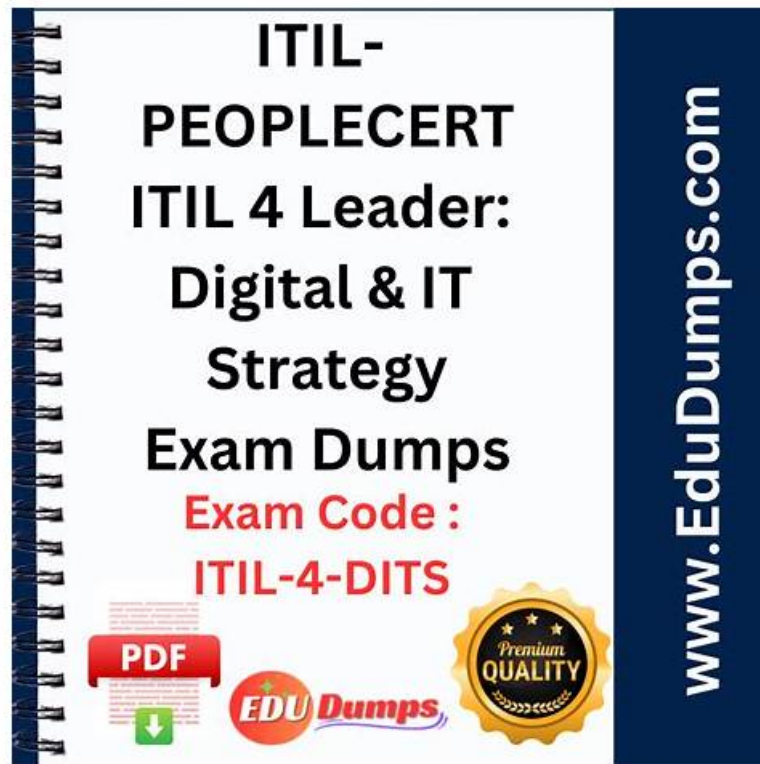# Latest ITIL-4-DITS Braindumps - Valid ITIL-4-DITS Exam Discount

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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q26-Q31):

NEW QUESTION # 26
A service provider that has grown rapidly in the social media market wants to increase its competitive advantage by launching new functionality for its services. However, there are concerns that the technology the service provider plans to use is unreliable and causes service outages. The service provider is convinced that the new functionality will be popular and has decided to launch the changes despite the technical concerns.
Which risk attitude is this an example of?

- A. Risk-seeking
- B. Risk-tolerant
- C. Risk-averse
- D. Risk-neutral

Answer: A

NEW QUESTION # 27
Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

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

Answer: B

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 # 28
An organization is using customer journeys to help it increase market relevance. It monitored the journey taken by one specific user of their product, and made changes to ensure that the user had a great end-to-end experience. It measured average user satisfaction before and after making changes, and found little improvement.
Which aspect of the customer journey does the organization also need to consider?

- A. Touchpoints
- B. Current-state
- C. Purpose
- D. Personas

Answer: D

NEW QUESTION # 29
Which describes digital technology?

- A. The application of technology for detecting changes in physical devices
- B. A combination of information technology and operational technology
- C. The internal IT team of a service provider organization
- D. An organization that is enabled to do business significantly differently

Answer: B

NEW QUESTION # 30
A service provider a 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 me main performance measures required
Which additional element MUST be included to ensure that the essential themes of the operating model are covered?

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

Answer: D

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 # 31
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