

# Free PDF Quiz 2026 Perfect ITIL-4-DITS: Exam ITIL 4 Leader: Digital & IT Strategy Exam Simulator



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PeopleCert ITIL-4-DITS (ITIL 4 Leader: Digital & IT Strategy) is an exam that is designed to test candidates' knowledge and skills in developing and implementing digital and IT strategies that align with their organization's overall business objectives. ITIL-4-DITS Exam is intended for IT professionals who are responsible for leading the IT function within their organization and ensuring that it delivers value to the business.

## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q35-Q40):

### NEW QUESTION # 35

Which is the BEST description of the relationship between organization's products, services, and resources?

- A. An organization's products are required for the execution of an activity
- B. An organization's resources are combinations of the organization's services
- C. An organization's services are based on the organization's products
- D. An organization's resources are combinations of the organization's products

**Answer: A**

Explanation:

An organization's products are required for the execution of an activity is the best description of the relationship between organization's products, services, and resources. A product is a configuration of an organization's resources designed to offer value for a consumer. A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without specific costs and risks. A resource is anything that might help deliver an organizational objective. Reference: ITIL 4 Leader: Digital and IT Strategy, page 11-12

#### NEW QUESTION # 36

An organization strategy requires them to continually maintain market relevance. Which approach is the MOST relevant to achieve this objective?

- A. Digital transformation
- B. Employee 360
- C. Customer 360
- D. PESTLE analysis

**Answer: A**

Explanation:

Digital transformation is the most relevant approach to achieve the objective of continually maintaining market relevance. It is about using digital technology to create new or modify existing business processes, culture, and customer experiences to meet changing market needs and expectations. It also helps to create value, enhance competitiveness, and foster innovation. Reference: ITIL 4 Leader: Digital and IT Strategy, page 5

#### NEW QUESTION # 37

An organization strategy requires them to continually maintain market relevance. Which approach is the MOST relevant to achieve this objective?

- A. Digital transformation
- B. Employee 360
- C. Customer 360
- D. PESTLE analysis

**Answer: C**

#### NEW QUESTION # 38

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

**Answer: C**

#### NEW QUESTION # 39

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. Personas
- B. Current-state
- C. Touchpoints

- D. Purpose

**Answer: A**

## NEW QUESTION # 40

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