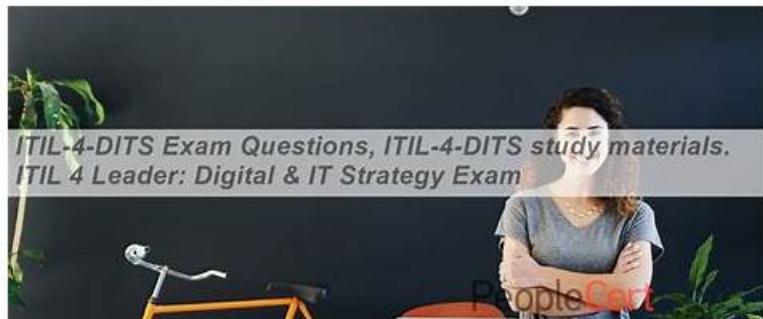


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The ITIL 4 Leader: Digital & IT Strategy Exam certification exam is intended for professionals who have achieved the ITIL 4 Managing Professional (MP) or ITIL 4 Strategic Leader (SL) certification. The ITIL-4-DITS certification is ideal for IT professionals who want to advance their skills in digital and IT strategy and lead their organizations towards successful digital transformation. ITIL 4 Leader: Digital & IT Strategy Exam certification not only demonstrates the professional's expertise but also validates their commitment to continuous learning and development.

To prepare for the ITIL-4-DITS Exam, IT professionals can enroll in training courses that cover the exam syllabus in detail. These courses are designed to provide a comprehensive understanding of digital and IT strategy, and help IT professionals develop the skills needed to succeed in this field. IT professionals can also take advantage of practice exams and other resources to help them prepare for the exam and increase their chances of success.

## Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q36-Q41):

### NEW QUESTION # 36

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

**Answer: B**

#### **NEW QUESTION # 37**

Which is an example of industry disruption?

- **A. A software provider has developed a new satellite navigation system for the self-driving car market that has become the system of choice for car manufacturers**
- B. A service provider has launched a new app to support collaboration that is easy to use, and is popular with consumers from many markets
- C. A mobile phone provider has adopted a new operating model in response to threats from the competition which has resulted in the provider becoming the market leader
- D. An organization transitioned a large number of its services to a cloud provider to remain competitive in their market

**Answer: A**

#### **NEW QUESTION # 38**

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. Purpose
- **C. Personas**
- D. Current-state

**Answer: C**

#### **NEW QUESTION # 39**

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 products
- **C. An organization's services are based on the organization's products**
- D. An organization's resources are combinations of the organization's services

**Answer: C**

#### **NEW QUESTION # 40**

Which is a leadership skill that relates to having a digital mindset?

- A. Sharing success stories frequently to motivate others
- B. Measuring the success of strategic digital initiatives
- C. Building a rapport with regulators and government officials
- **D. Looking at the potential of new tools to meet customer needs**

**Answer: D**

Explanation:

Looking at the potential of new tools to meet customer needs is a leadership skill that relates to having a digital mindset. It shows curiosity, openness, and willingness to explore and adopt new technologies that can enhance customer value and experience. It also

demonstrates a customer-centric and innovative approach to digital transformation. Reference: ITIL 4 Leader: Digital and IT Strategy, page 25-26

## NEW QUESTION # 41

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