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PeopleCert ITIL-4-DITS Exam is designed to test and validate the knowledge of candidates in the field of ITIL 4 Leader: Digital & IT Strategy. ITIL-4-DITS exam is intended for those individuals who wish to demonstrate their skills and expertise in digital and IT strategy. It is an advanced-level certification that aims to equip candidates with the knowledge and skills required to lead their organizations in the digital age.

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The questions of our ITIL-4-DITS guide questions are related to the latest and basic knowledge. What's more, our ITIL-4-DITS learning materials are committed to grasp the most knowledgeable points with the fewest problems. So 20-30 hours of study is enough for you to deal with the exam. When you get a ITIL-4-DITS certificate, you will be more competitive than others, so you can get a promotion and your wages will also rise your future will be controlled by yourselves.

The Peoplecert ITIL-4-DITS exam covers topics such as digital technologies, IT governance, risk management, and business strategy. It is designed to help IT professionals understand how digital and IT strategy can be used to drive business success and achieve organizational goals. ITIL-4-DITS Exam also covers the latest methodologies and frameworks used in digital and IT strategy, such as agile and DevOps, and how they can be applied to achieve business objectives.

Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q25-Q30):

NEW QUESTION # 25

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. Purpose
- C. Touchpoints
- D. Current-state

Answer: A

NEW QUESTION # 26

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

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

Answer: C

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 # 27

Which describes an aspect of IT strategy?

- A. A strategic plan to automate internal activities or replace outdated technology
- B. A business strategy that relies on digital technology to achieve its goals and purpose
- C. A strategy to re-launch existing products and services using digital technology
- **D. An understanding of how the IT department enables the business to achieve its strategic goals**

Answer: D

NEW QUESTION # 28

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

Answer: B

NEW QUESTION # 29

An organization is continually changing to maintain customer and market relevance. The changes adopting new technologies, expanding to new markets, and adjusting the service portfolio.

Which is the BEST approach to ensure that suppliers and partners support these changes?

- A. Technology replacement modernization

- Answer: C**

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