

Complete ITIL-4-DITS Passing Score Feedback | Easy To Study and Pass Exam at first attempt & Correct ITIL-4-DITS: ITIL 4 Leader: Digital & IT Strategy Exam



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Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q31-Q36):

NEW QUESTION # 31

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

Answer: C

NEW QUESTION # 32

An organization is achieving better results than its competitors by developing unique technical and organizational solutions. These solutions are kept confidential.

What is this an example of?

- A. Incumbency advantage
- **B. Resource-based advantage**
- C. Organizational agility
- D. Customer relevance

Answer: B

NEW QUESTION # 33

Which statement is CORRECT about risk management in digital organizations?

- A. All risks could cause harm to the organization if they are not managed
- B. All risk management should start by assessing the current state
- C. All risk management efforts should focus on assets owned by the organization
- **D. All the organization's stakeholders should contribute to risk assessment**

Answer: D

NEW QUESTION # 34

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

Answer: B

Explanation:

Well-trained service desk staff with a broad set of skills are an important factor to consider to ensure that the service provider has the capability to provide the service. They are the main point of contact for customers and users, and they need to be able to handle different types of requests, issues, and feedback. They also need to be able to support the highest level of support to users, which requires technical, communication, and problem-solving skills. Reference: ITIL 4 Leader: Digital and IT Strategy, page 67-68

NEW QUESTION # 35

An insurance company generates sales from its website, from agents in a call center, and from third parties working for other financial service organizations. The product is very popular and users are generally satisfied. The organization regularly collects and analysis data about service consumers, and this shows users have different levels of satisfaction, depending on how the product was sold.

What should the insurance company consider NEXT to help resolve the situation?

- A. Customer feedback
- B. Customer analytics
- **C. Omnichannel delivery**
- D. Market relevance

Answer: C

NEW QUESTION # 36

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