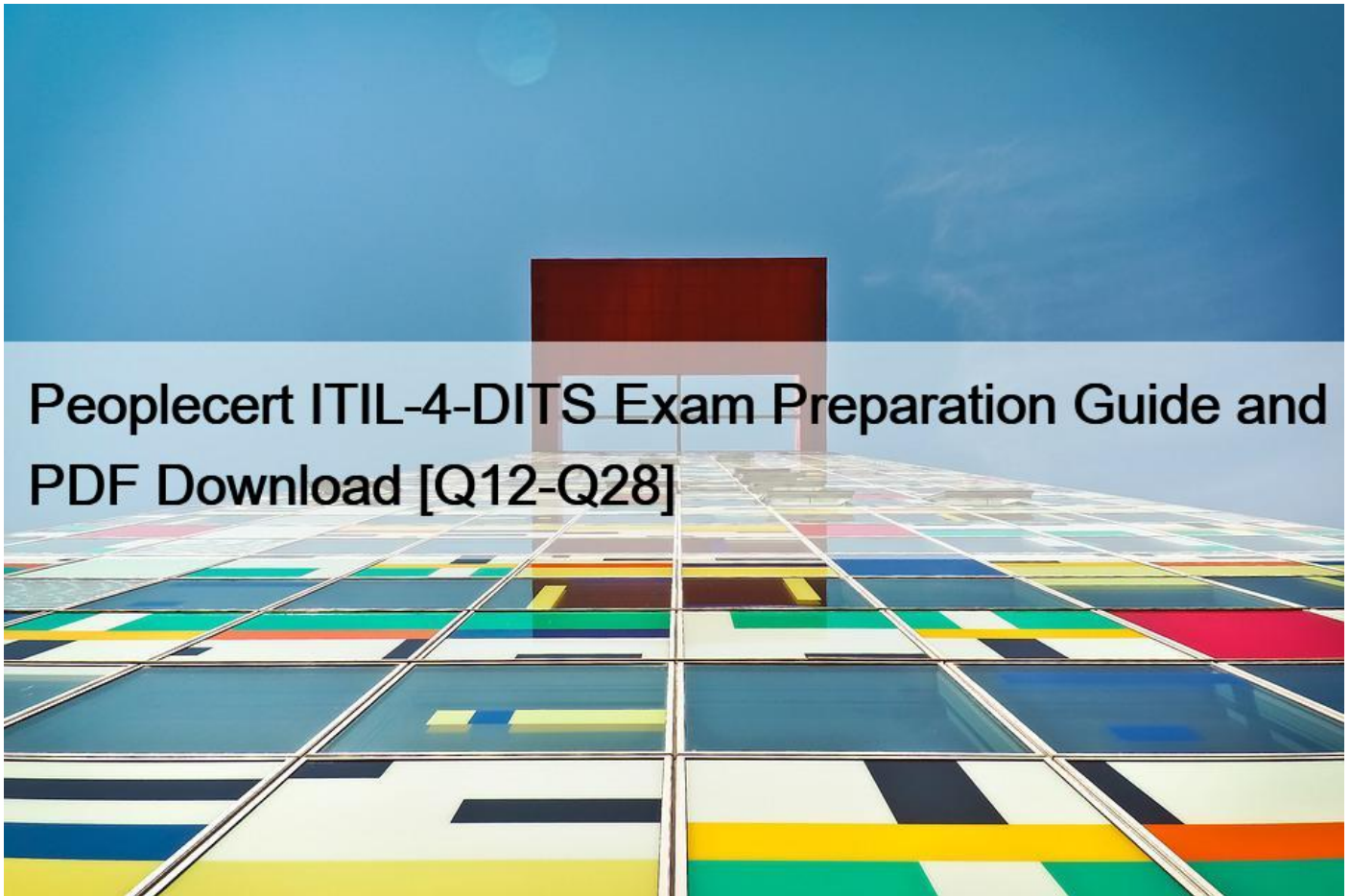


Peoplecert ITIL-4-DITS Exam Preparation Guide and PDF Download [Q12-Q28]



Peoplecert ITIL-4-DITS Exam Preparation Guide and PDF Download Verified & Correct ITIL-4-DITS Practice Test Reliable Source Jan 25, 2024 Updated Q12. The leaders of an organization are defining an approach to optimize its value streams and processes to create a more efficient way of working.

What should this approach focus on?

- * Organizational agility
- * Organizational resilience
- * Elimination of waste
- * Uninterrupted delivery

Elimination of waste is about identifying and removing any activities, resources, or outputs that do not add value to the customers or the organization. This can help optimize value streams and processes, improve efficiency and effectiveness, reduce costs and risks, and increase customer satisfaction. Reference: ITIL 4 Leader: Digital and IT Strategy, page 64

Q13. An organization is entering a new market with a range of services. Similar services already exist in the market, and the demand is high.

Which is the BEST approach to pricing and charging for the services in the new market?

- * Adopt a short-term Increase in the pricing and margins

- * Adjust competitive prices for the market and competition
- * Ensure service costs are clear to the consumers to help regulate prices
- * Establish long-term contracts with fixed prices to help secure future Income

Q14. An organization strategy requires them to continually maintain market relevance.

Which approach is the MOST relevant to achieve this objective?

- * Customer 360
- * Digital transformation
- * Employee 360
- * PESTLE analysis

Q15. Which type of risk is MOST LIKELY to be identified by modeling and test reviews?

- * Dis risk
- * Engagement risk
- * Cyber security risk
- * innovation risk

Cyber security risk is the most likely type of risk to be identified by modeling and test reviews. Modeling and test reviews are methods of assessing risks by simulating or testing different scenarios, outcomes, or impacts. Cyber security risk is the risk of unauthorized access, use, disclosure, modification, or destruction of data or systems. Modeling and test reviews can help identify cyber security risks by exposing vulnerabilities, weaknesses, or flaws in the data or systems. Reference: ITIL 4 Leader: Digital and IT Strategy, page 60-61

Q16. Which is the BEST description of the relationship between organization's products, services, and resources?

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

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

Q17. Why might an organization choose to Implement an Innovation even though it does not meet its minimum requirement for return on Investment (ROI)?

- * The innovation is low cost
- * The innovation is essential for the a organization to survive
- * The innovation will deliver significant benefit for the organization
- * The innovation is low risk

Q18. An organization has utilized digital technology to make significant improvements to business processes that have contributed to the achievement of its strategic objectives. What does this describe?

- * Digital positioning
- * Organizational disruption
- * Digital transformation
- * Operational technology

Q19. Which is an example of industry disruption?

- * A service provider has launched a new app to support collaboration that is easy to use, and is popular with consumers from many

markets

- * An organization transitioned a large number of its services to a cloud provider to remain competitive in their market
- * 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
- * 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

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 is an example of industry disruption. Industry disruption is about creating new markets or value propositions that challenge or replace existing ones. The software provider has created a new value proposition for the self-driving car market that has disrupted the existing satellite navigation systems and gained a competitive advantage. Reference: ITIL 4 Leader: Digital and IT Strategy, page 37-38

Q20. An organization wants to ensure that all Key stakeholders are aware of the strategic direction and support it. What is the MOST approach to achieve this?

- * Deliver compulsory strategic awareness sessions regularly
- * Ensure there is one common communication channel for the strategy
- * Utilize metrics to ensure staff comply with the strategy
- * Tailor strategic communications to the stakeholders preferences

Tailoring strategic communications to the stakeholders' preferences is the best approach to ensure that all key stakeholders are aware of the strategic direction and support it. This means that the organization considers the needs, expectations, interests, and preferences of different stakeholders when communicating the strategy. This can help increase stakeholder engagement, understanding, alignment, and buy-in. Reference: ITIL 4 Leader: Digital and IT Strategy, page 10-11

Q21. An organization has established a clear vision for digital transformation and has started their transformation journey. They have documented all their value streams and started to improve these. They use technology appropriately to maximize customer experience and operational excellence. They understand and manage risks, and they have a comprehensive approach to identifying and using innovative ideas.

What else do they need for the digital transformation to succeed?

- * Management of threats and opportunities
- * Improved use of automation
- * Management of staff skills and competence
- * Linked processes and practices to value creation

Management of staff skills and competence is what the organization needs for the digital transformation to succeed. This means that the organization ensures that its staff have the necessary skills and competence to support the digital transformation and deliver value to customers. This can involve training, development, coaching, mentoring, recruitment, retention, and motivation of staff. Reference: ITIL 4 Leader: Digital and IT Strategy, page 68-69

Q22. An organization is entering a new market with a range of services. Similar services already exist in the market, and the demand is high.

Which is the BEST approach to pricing and charging for the services in the new market?

- * Adopt a short-term increase in the pricing and margins
- * Adjust competitive prices for the market and competition
- * Ensure service costs are clear to the consumers to help regulate prices
- * Establish long-term contracts with fixed prices to help secure future income

Adjusting competitive prices for the market and competition is about setting prices that reflect the value of the services, the demand and supply in the market, and the prices of similar or substitute services offered by competitors. This can help attract customers, increase sales, and gain market share. Reference: ITIL 4 Leader: Digital and IT Strategy, page 81

Q23. An organization has identified three initiatives to support a digital transformation strategy:

1. Upgrading technology
- 2 Adopting new software development approaches
3. Changing the structure of teams and departments

The project, management office has been tasked with Identifying and developing the business case(s) needed to review these initiatives Which is the BEST approach to take when creating the business case(s)?

- * Create one single business case that provides justification for all three initiatives
- * Create one business case for the technology upgrade, and another for the remaining Initiatives
- * Create three different business cases providing justification for each Initiative
- * Create one business case for the organizational change, and another for the remaining Initiatives

Creating three different business cases providing justification for each initiative is the best approach to take when creating the business case(s). This can help evaluate the costs, benefits, risks, and impacts of each initiative separately and compare them with each other. It can also help prioritize and sequence the initiatives based on their feasibility and desirability. Reference: ITIL 4 Leader: Digital and IT Strategy, page 49-50

Q24. An organization wants to ensure that all Key stakeholders are aware of the strategic direction and support it.

What is the MOST approach to achieve this?

- * Deliver compulsory strategic awareness sessions regularly
- * Ensure there is one common communication channel for the strategy
- * Utilize metrics to ensure stall comply with the strategy
- * Tallor strategic communications to the stakeholders preferences

Q25. Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

- * Digital strategy
- * Digital technology
- * Digital transformation
- * Digital business

Q26. Which is NOT an essential consideration when developing a digital strategy?

- * Understanding which systems will form die digital technology programme
- * Understanding emerging technologies Hal could affect the organization
- * Understanding how to identify potential opportunities
- * Understanding the risks involved with digital opportunities

Q27. Which is the BEST approach to defining a vision and a strategy in an organization with multiple specialization divisions?

- * Vision and strategy should be defined by the executive leader and communicated to me divisions
- * Vision and strategy should be defined by the governing body and communicated to the divisions’ leaders
- * Vision and strategy should be defined in collaboration with the leaders of the organization and division
- * Vision and strategy should be defined in collaboration with the enterprise architects and consultants

Vision and strategy should be defined in collaboration with the leaders of the organization and division to ensure alignment, coherence, and buy-in across the organization. This can help create a shared understanding of the goals, values, and direction of the organization and its divisions, as well as leverage the expertise and insights of different leaders. Reference: ITIL 4 Leader: Digital and IT Strategy, page 9-10

Q28. Which parallel model is based on using the Income generated by an existing business model to fund a new digital business

model until can fund itself?

- * Cannibalism
- * Erosion
- * Concurrence
- * synergism

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