ITIL-DITS^{Q&As}

ITIL 4 Leader: Digital & IT Strategy

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QUESTION 1

The leaders of an organization ate defining an approach to optimize its value streams and processes to create a more efficient way of working.

What should this approach focus on?

A. Organizational agility

B. Organizational resilience

C. Elimination of waste

D. Uninterrupted delivery

Correct Answer: C

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. References: ITIL 4 Leader: Digital and IT Strategy, page 64

QUESTION 2

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

A. An organization\\\'s services ate based on the organization\\\'s products

B. An organization\\\'s products are required for the execution of an activity

C. An organization\\\'s resources are combinations of the organization\\\'s products

D. An organization\\\'s resources are combinations of the organization\\\'s services

Correct Answer: B

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.

References: ITIL 4 Leader:

Digital and IT Strategy, page 11-12

QUESTION 3

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?

A. Adopt a short-term Increase in the pricing and margins

B. Adjust competitive prices for the market and competition

C. Ensure service costs are clear to the consumers to help regulate prices

D. Establish long-term contracts with fixed prices to help secure future Income

Correct Answer: B

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. References: ITIL 4 Leader: Digital and IT Strategy, page 81

QUESTION 4

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)?

A. Create one single business case that provides justification for all three initiatives

B. Create one business case for the technology upgrade, and another for the remaining Initiatives

C. Create three different business cases providing justification for each Initiative

D. Create one business case for the organizational change, and another for the remaining Initiatives

Correct Answer: C

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. References: ITIL 4 Leader: Digital and IT Strategy, page 49-50

QUESTION 5

A software development organization has a very traditional way of working that no longer meets their market needs. They currently manage all budgets via their development and operations business units.They want to change so that they

can develop and deploy solutions rapidly In response to constantly changing market needs. How should they change their funding model to support this?

A. Switch 10 funding teams and value streams

B. Switch to funding programmes and protects

C. Provide additional funding lo development and operations

D. Provide additional funding via the research and development budget

Correct Answer: A

Switching to funding teams and value streams is the best way to change their funding model to support their objective of developing and deploying solutions rapidly in response to constantly changing market needs. Funding teams and value streams means allocating budgets based on the value delivered by cross-functional teams working on end-to-end processes that create value for customers. This can help increase agility, flexibility, collaboration, and innovation. References: ITIL 4 Leader: Digital and IT Strategy, page 50-51

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