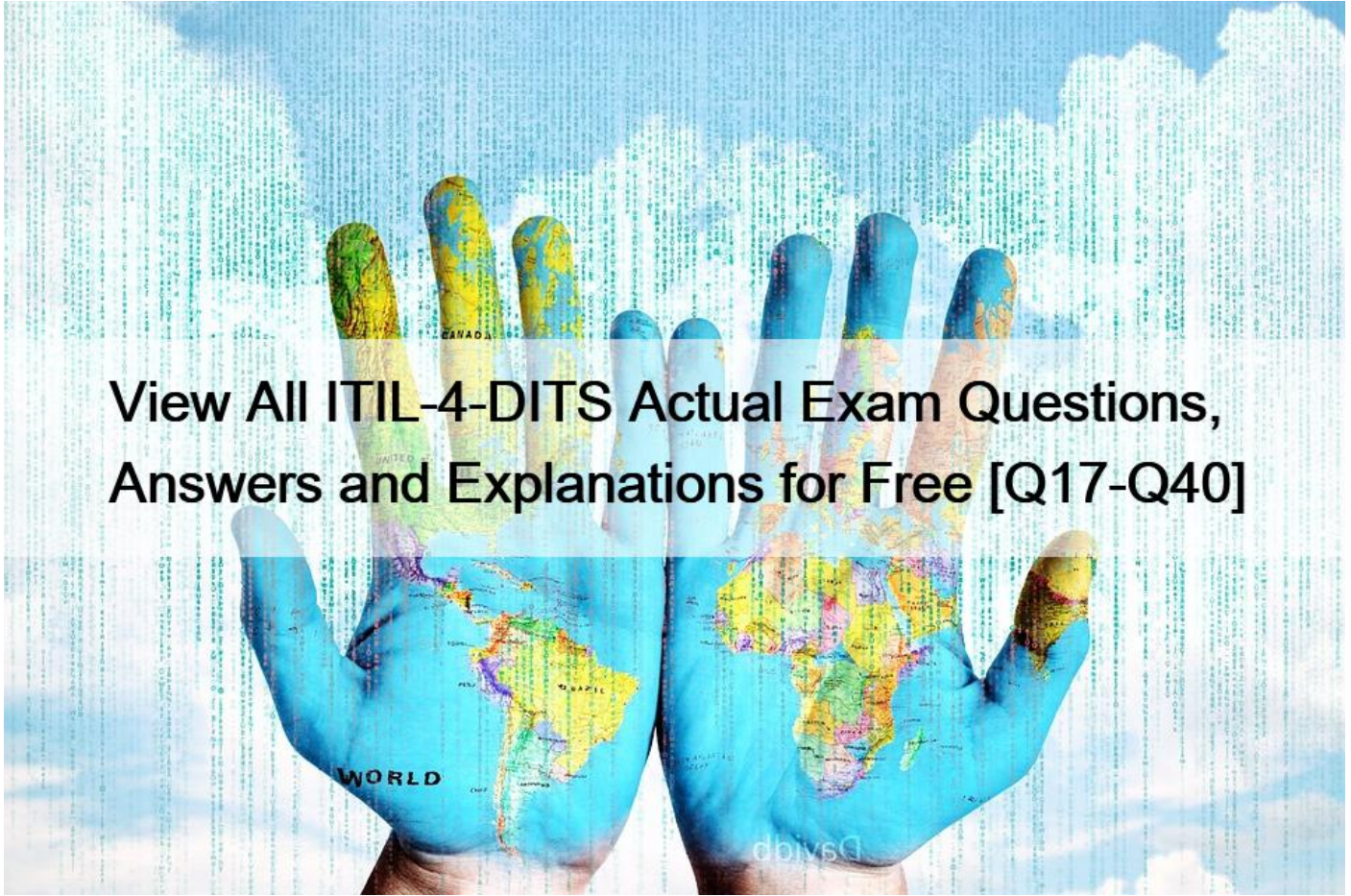


## View All ITIL-4-DITS Actual Exam Questions, Answers and Explanations for Free [Q17-Q40]



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**Q17.** 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

**Q18.** Which type of risk is MOST LIKELY to be identified by modeling and test reviews?

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

**Q19.** An organization has started a digital transformation programme, and wants to create a culture of innovation.

This month, the CIO plans to deliver a presentation on how chatbots can improve the customer registration experience.

Which approach is the CIO using to support the programme?

- \* Encouraging digital technology opportunities
- \* Establishing a mantle intelligence culture
- \* Giving employees time for training and development
- \* Working with workflow and talent management

**Q20.** Which statement about metrics is CORRECT?

- \* Leading metrics are difficult to measure, but easy to influence
- \* Lagging metrics are easy to measure and to influence
- \* Leading metrics report what has been achieved
- \* Lagging metrics predict what is likely to happen in the future

**Q21.** 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

**Q22.** 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?

- \* Market relevance
- \* Omnichannel delivery
- \* Customer analytics
- \* Customer feedback

**Q23.** An organization provides services to businesses and private customers, it is now reviewing its strategy and needs to ensure that the strategy sufficiently addresses the external perspective.

Which question BEST supports this objective?

- \* How can we reduce costs?
- \* How can we improve operational efficiencies?
- \* How do we get to where we want to be?
- \* What markets do we serve?

**Q24.** 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

**Q25.** An organization is aiming to use an innovative social media platform to improve engagement with young consumers.

What should the organization's strategy focus on?

- \* Ecosystem disruption supported by operational excellence
- \* Market relevance supported by ecosystem disruption
- \* Customer and market relevance supported by operational excellence
- \* Operational excellence supported by customer and market relevance

**Q26.** 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

**Q27.** Which term includes the use of hardware and software to store, retrieve, transmit, and manipulate data?

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

**Q28.** Which is NOT an essential consideration when developing a digital strategy?

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

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