



TRUSTED, ACCURATE AND RELIABLE!

The most comprehensive IT certification
preparation materials in the industry!

All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law. Unauthorized copying, reselling, or distribution of this document is strictly prohibited and may result in legal action.

<https://www.virtulearner.com>
support@virtulearner.com

ITIL

ITIL-4 DITS

**ITIL 4 Leader: Digital & IT
Strategy**

QUESTION: 1

An organization cannot afford the loss that comes from taking risks that go wrong, but they suffer big losses because they often take these risks anyway. What combination of risk capacity and risk appetite this situation?

- A. Low risk capacity, high risk appetite
- B. High risk capacity, high risk appetite
- C. Low risk capacity, low risk appetite
- D. High risk capacity, low risk appetite

Answer(s): A

Explanation:

Risk capacity is the amount of risk that an organization is able to take on, and risk appetite is the amount of risk that an organization is willing to take on. In this situation, the organization has a low risk capacity because it cannot afford the loss that comes from taking risks that go wrong. However, the organization has a high risk appetite because it often takes these risks anyway. This is a dangerous combination because it means that the organization is taking on more risk than it can handle. If the risks go wrong, the organization could suffer big losses.

To reduce the risk of losses, the organization should try to reduce its risk appetite. This could involve taking fewer risks, or taking only risks that are more likely to succeed. The organization could also try to increase its risk capacity. This could involve increasing its financial resources, or improving its risk management practices.

QUESTION: 2

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?

- A. Ecosystem disruption supported by operational excellence
- B. Market relevance supported by ecosystem disruption
- C. Customer and market relevance supported by operational excellence
- D. Operational excellence supported by customer and market relevance

Answer(s): C

Explanation:

The organization's strategy should focus on customer and market relevance because it is important to understand what young consumers want and need in order to create a platform that they will find engaging. The organization should also focus on operational excellence because it is important to be able to deliver a high-quality platform that is reliable and easy to use.

The organization should also consider the following factors when developing its strategy:

- The target audience: The organization should understand the needs and wants of young consumers in order to create a platform that is relevant and engaging.
- The competition: The organization should research other social media platforms that are popular with young consumers and identify what makes them successful.

- The budget: The organization should develop a budget for the platform that is realistic and achievable.
- The timeline: The organization should develop a timeline for the launch of the platform that is realistic and achievable.
- The marketing plan: The organization should develop a marketing plan to promote the platform to young consumers.

The organization should also be prepared to adapt its strategy as needed. The social media landscape is constantly changing, so the organization should be prepared to make changes to its platform and its marketing plan as needed.

QUESTION: 3

An organization is continually changing to maintain customer and market relevant. 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
- B. Uninterrupted delivery
- C. Sourcing strategy
- D. Organizational resilience

Answer(s): C

Explanation:

The best approach to ensure that suppliers and partners support these changes is to have a sourcing strategy in place. A sourcing strategy is a plan that outlines how an organization will obtain the goods and services it needs from suppliers. The sourcing strategy should include the following elements:

- A list of the goods and services that the organization needs to obtain from suppliers
- A list of potential suppliers for each good or service
- A process for evaluating and selecting suppliers
- A process for managing relationships with suppliers
- A process for monitoring and evaluating supplier performance
- The sourcing strategy should be aligned with the organization's overall business strategy. It should also be flexible enough to accommodate changes in the organization's needs and in the market.

In addition to having a sourcing strategy in place, the organization should also build relationships with its suppliers. These relationships should be based on trust and mutual respect. The organization should also be willing to share information with its suppliers and to collaborate with them on projects.

Finally, the organization should monitor the performance of its suppliers. This includes tracking the quality of the goods and services that they provide, as well as their on-time delivery performance. The organization should also be willing to provide feedback to its suppliers and to work with them to improve their performance.

QUESTION: 4