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The ITIL ITIL4-DPI certification is on trending nowadays, and many ITIL aspirants are trying to get it. Success in the ITIL4-DPI test helps you land well-paying jobs. Additionally, the ITIL4-DPI certification exam is also beneficial to get promotions in your current company. But the main problem that every applicant faces while preparing for the ITIL4-DPI Certification test is not finding updated ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) practice questions.

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The second format is a web-based practice exam which offers a flexible and accessible option for students trying to assess and improve their preparation for the ITIL Certification Exams. The ITIL4-DPI web-based practice test can be accessed online through browsers like Firefox, Microsoft Edge, Google Chrome, and Safari. Customers need a stable internet connection in order to access web-based formats easily without facing issues.

ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Governance and Compliance: This section of the exam measures skills of Compliance Officers and focuses on establishing governance structures that align with organizational needs. It also ensures that regulations, standards, and policies are followed consistently to maintain accountability.
Topic 2	<ul style="list-style-type: none">• Key Concepts: This section of the exam measures skills of IT Service Managers and covers the essential ideas of ITIL 4 Direct, Plan, and Improve. It introduces the importance of creating value by balancing outcomes, costs, and risks within IT service management.
Topic 3	<ul style="list-style-type: none">• Value Stream Mapping: This section of the exam measures skills of Compliance Officers and covers the use of value stream mapping. It shows how identifying process inefficiencies and improving workflows can optimize the overall delivery of value.
Topic 4	<ul style="list-style-type: none">• Continual Improvement: This section of the exam measures skills of Compliance Officers and explores the principles of continual improvement. It encourages the use of data, feedback, and structured practices to enhance services and adapt processes over time.

Topic 5	<ul style="list-style-type: none"> • Planning: This section of the exam measures skills of Compliance Officers and emphasizes the principles of accurate planning. It ensures candidates understand how to define requirements and use proven methods to deliver results effectively.
Topic 6	<ul style="list-style-type: none"> • Communication and Collaboration: This section of the exam measures skills of IT Service Managers and focuses on improving communication and collaboration across departments and stakeholders. It highlights how better interaction supports the successful delivery of IT services.
Topic 7	<ul style="list-style-type: none"> • Risk Management: This section of the exam measures skills of IT Service Managers and provides an understanding of risk management in IT services. It focuses on helping organizations anticipate, minimize, and respond effectively to potential disruptions or losses.
Topic 8	<ul style="list-style-type: none"> • Organization Change Management: This section of the exam measures skills of IT Service Managers and explains the role of organizational change management in IT service management.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q10-Q15):

NEW QUESTION # 10

A service provider has experienced a number of problems with their cloud storage service that have caused service outages. Problem management has successfully identified the cause of each incident, but further improvements to the service are considered necessary.

Which is the BEST example of using the 'continual improvement model' to guide improvements to the service?

- A. Use the model to restore and recover the cloud storage service each time the service fails
- B. Use the model to assess and authorize changes to improve the cloud storage service
- **C. Use the model to identify and prioritize improvements to the cloud storage service**
- D. Use the model to identify and compare improvements to the 'problem management' practice

Answer: C

Explanation:

The continual improvement model is applied to evaluate, prioritize, and implement improvements across services, practices, and processes. Here, the focus is the cloud storage service, not just the practice of problem management. Option B reflects the model's purpose—identify improvement opportunities, assess priorities, and act to prevent recurrence of failures. Options A, C, and D misapply the model to either specific practices or operational recovery, not holistic improvement.

(Reference: ITIL 4 Strategist DPI, section on "Applying the continual improvement model to services and practices")

NEW QUESTION # 11

A company is starting a digital transformation effort that will require significant changes in how IT operates.

The CIO hired consultants to assess the IT department, and they identified a number of improvements that would increase customer value.

Which approach would BEST prioritize improvement outcomes?

- **A. Prioritize outcomes that move the organization closer to its vision, which will maximize value for all stakeholders**
- B. Prioritize outcomes that impact staff the least, which will help staff develop confidence in making improvements
- C. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources
- D. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements

Answer: A

Explanation:

DPI emphasizes that improvements should be prioritized based on strategic alignment with the organizational vision. This ensures that the most valuable outcomes are delivered first, maximizing stakeholder benefit. While "quick wins" (A), minimizing staff disruption (B), and waste reduction (D) are important considerations, they are secondary to moving closer to the strategic vision.

(Reference: ITIL 4 Strategist DPI, section on "Prioritizing improvements - alignment with vision and strategy")

NEW QUESTION # 12

An organization uses an external service provider to develop and support a critical application. They have asked the supplier to make improvements as users have been complaining that the application is difficult to use. What would be a suitable SMART KPI for measuring this improvement?

- A. Usability of the application evaluated by the application manager improves from "poor" to "good" over the next six months
- **B. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months**
- C. Customer satisfaction with the application measured by using net promoter score increases by 5% each year
- D. A significant number of user interface improvements implemented over the next six months

Answer: B

Explanation:

In DPI, KPIs must be SMART (Specific, Measurable, Achievable, Relevant, Time-bound). Option B is the only one that fully meets SMART criteria:

- * Specific (user satisfaction with the application),
- * Measurable (30% increase),
- * Achievable (reasonable improvement target),
- * Relevant (directly tied to usability),
- * Time-bound (six months).

Options A and D lack measurable objectivity, while C is too broad and long-term.

(Reference: ITIL 4 Strategist DPI, section on "Measurement and reporting - setting SMART objectives and KPIs")

NEW QUESTION # 13

Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- A. Vision
- B. Planning
- **C. Improvement**
- D. Direction

Answer: C

Explanation:

The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement—using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

NEW QUESTION # 14

Which is a result of an organization following the local laws of a country where it operates?

- A. Increased value
- **B. Improved compliance**
- C. Increased risk
- D. Improved governance

Answer: B

Explanation:

DPI highlights that compliance refers to meeting legal, regulatory, and policy requirements. By following local laws, the organization ensures improved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.

(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")

NEW QUESTION # 15

