

# 選擇我們高效率的值得信賴的ITIL4-DPI資訊: ITIL 4 Strategist: Direct, Plan and Improve (DPI), ITIL ITIL4-DPI考試對您來說不再難



順便提一下，可以從雲存儲中下載VCESoft ITIL4-DPI考試題庫的完整版：<https://drive.google.com/open?id=1vCdRKKl0CTJp0qOZ9eaTyr6NAZwujUAE>

VCESoft提供的ITIL ITIL4-DPI 認證考試測試練習題和真實的考試題目很相似。如果你選擇了VCESoft提供的測試練習題和答案，我們會給你提供一年的免費線上更新服務。VCESoft可以100%保證你通過考試，如果你的考試未通過，我們將全額退款給你。

## ITIL ITIL4-DPI 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
主題 2	<ul style="list-style-type: none"><li>• 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.</li></ul>

主題 3	<ul style="list-style-type: none"> <li>Service Performance Metrics: This section of the exam measures skills of IT Service Managers and emphasizes the use of Key Performance Indicators. It highlights how to select, define, and apply metrics to evaluate the efficiency and effectiveness of IT services and processes.</li> </ul>
主題 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
主題 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
主題 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
主題 7	<ul style="list-style-type: none"> <li>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.</li> </ul>

>> ITIL4-DPI資訊 <<

## ITIL ITIL4-DPI學習指南，ITIL4-DPI認證題庫

ITIL4-DPI認證考試是一個很難的考試。但是即使這個考試很難，報名參加考試的人也很多。如果要說為什麼，那當然是因為ITIL4-DPI考試是一個非常重要的考試。對IT職員來說，沒有取得這個資格那麼會對工作帶來不好的影響。這個考試的認證資格可以給你的工作帶來很多有益的幫助，也可以幫助你晉升。總之這是一個可以給你的職業生涯帶來重大影響的考試。这么重要的考试，你也想参加吧。

### 最新的 ITIL 4 Strategist ITIL4-DPI 免費考試真題 (Q15-Q20):

#### 問題 #15

Which statement describes the influence of services on service consumers' outcomes, costs, and risks?

- A. A service should introduce fewer costs than it removes
- B. Services can negatively affect some outcomes while supporting others
- C. The key benefit of services is to reduce costs and risks
- D. Services remove risks from service consumers without introducing new ones

答案: B

解題說明:

DPI explains that services influence consumer outcomes, costs, and risks in complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services can support some outcomes and negatively affect others. They never remove all risks (contradicts B), cost reduction is not the sole benefit (contradicts C), and D oversimplifies the cost-value relationship. (Reference: ITIL 4 Strategist DPI, section on "Understanding value, outcomes, costs, and risks")

#### 問題 #16

A CIO has made value stream mapping a key part of an IT improvement effort. A value stream map for existing services is being developed.

Which approach would produce the BEST results?

- A. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- B. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements

- C. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement
- D. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream

答案： C

解題說明：

According to DPI, value stream mapping is collaborative. Stakeholders must work together to identify inefficiencies, optimize flow, and agree on metrics to measure improvement. Option A removes staff engagement, leading to resistance. Option B limits collaboration to documentation, not co-design. Option C addresses change attitudes, not mapping effectiveness. Collaboration + waste elimination + measurement (Option D) reflects Lean/Agile influence in DPI.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - collaborative optimization")

#### 問題 #17

Which BEST describes the relationship between planning and risk?

- A. Risk management is the exclusive domain of dedicated risk managers
- B. Planning should always consider risks and how to mitigate them
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Planning is a high-level function, risk management is a tactical activity

答案： B

解題說明：

In DPI, planning and risk management are inseparable. Every plan should consider uncertainties and include mitigation strategies.

Option B captures this integration directly. Option A is misleading: both planning and risk management happen at all levels. Option C partially reflects the relationship but is incomplete. Option D contradicts DPI guidance: risk management is an organizational responsibility, not just for specialists.

(Reference: ITIL 4 Strategist DPI, section on "Integration of planning and risk management")

#### 問題 #18

A service provider is improving its 'service desk' practice and has established the success factor: "improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. Accelerate service request fulfilment by the end of quarter 2
- B. 10% increase in calls resolved without escalation by end of the year
- C. Increase average time to answer phones by 5%
- D. Reduce time to resolve the underlying cause of incidents

答案： B

解題說明：

DPI stresses that KPIs should directly measure progress toward the defined success factor. Here, the success factor is improved user satisfaction with the service desk. Increasing the number of calls resolved without escalation (Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.

(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

#### 問題 #19

An organization is mapping a value stream for an IT service. In the current map, the same activity is repeated multiple times. When identifying opportunities to remove waste from the value streams, it has been determined that several days could be removed from the delivery time by eliminating repeated work.

What is this an example of?

- A. Building value chains on effective practices
- B. Optimizing a workflow through the organization
- C. Cascading goals through the organization
- D. Establishing clear objectives for assessments

**答案： B**

**解題說明：**

In DPI, value stream mapping identifies bottlenecks, redundancies, and delays. Eliminating repeated activities to save time is an example of workflow optimization (Option C). This reflects Lean principles embedded in DPI - improving flow, reducing waste, and enhancing efficiency. Cascading goals (A), effective practices (B), and objectives for assessments (D) are unrelated to workflow waste elimination.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - optimizing workflow and eliminating waste")

### 問題 #20

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你正在為怎樣通過ITIL的ITIL4-DPI考試絞盡腦汁嗎？ITIL的ITIL4-DPI考試的認證資格是當代眾多IT認證考試中最有價值的資格之一。在近幾十年裏，IT已獲得了世界各地人們的關注，它已經成為了現代生活中不可或缺的一部分。其中，ITIL的認證資格已經獲得了國際社會的廣泛認可。所以很多IT人士通過ITIL的考試認證來提高自己的知識和技能。ITIL4-DPI認證考試就是最重要的考試之一。這個認證資格能為大家帶來很大的好處。

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