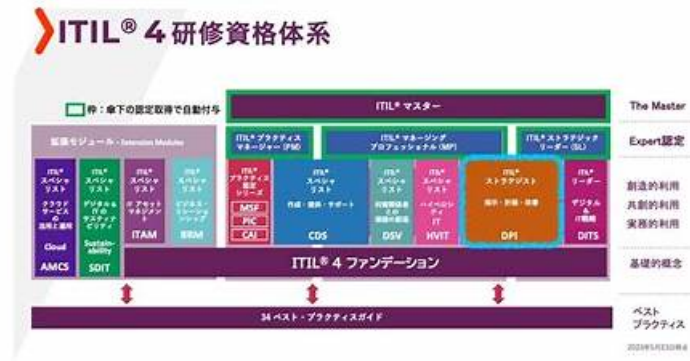


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>> 新版ITIL4-DPI題庫 <<

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ITIL ITIL4-DPI是其中的重要認證考試之一。VCESoft有資深的IT專家通過自己豐富的經驗和深厚的IT專業知識研究出IT認證考試的學習資料來幫助參加ITIL ITIL4-DPI 認證考試的人順利地通過考試。VCESoft提供的學習材料可以讓你100%通過考試而且還會為你提供一年的免費更新。

ITIL ITIL4-DPI 考試大綱：

主題	簡介
主題 1	<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.
主題 2	<ul style="list-style-type: none"> • 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.
主題 3	<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.

- 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.

最新的 ITIL 4 Strategist ITIL4-DPI 免費考試真題 (Q37-Q42):

問題 #37

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.

Which guiding principle are they applying?

- A. Keep it simple and practical
- **B. Collaborate and promote visibility**
- C. Focus on value
- D. Think and work holistically

答案: B

解題說明:

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.

"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.

(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

問題 #38

A service provider has developed a strategy to increase its revenue by launching a new cloud storage service.

This strategy is being cascaded down to the technical teams.

Which is a relevant objective that will support the strategy?

- A. Average number of storage access failures per month
- **B. Design and implement new infrastructure by the end of quarter 2**
- C. Increase profit by launching new wi-fi services into new geographic markets
- D. Achieve a 10% increase in service requests fulfilled in the target time

答案: B

解題說明:

ITIL DPI emphasizes that objectives must cascade logically from strategy into actionable plans. Since the strategic goal is to launch a new cloud storage service, the technical objective must directly support that initiative. "Design and implement new infrastructure by the end of quarter 2" is aligned, measurable, and time-bound. The other options either do not directly relate to the cloud service (B, C) or are ongoing operational metrics (A), not strategic enablers.

(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment with strategy")

問題 #39

A service provider is implementing a new self-service portal for users to request access to IT services. The portal will be made available to 5000 users across 50 sites.

Which is the BEST guidance for producing guidelines for users of the self-service portal?

- A. Circulate detailed guidelines to users for using the self-service portal to request access to IT services
- B. Provide guidelines outlining the difference from previous methods of requesting access to IT services
- C. Provide guidelines for using the self-service portal for access requests to the service desk staff so that they can help users
- **D. Produce simple guidelines for users of the self-service portal for access requests, making it clear who to contact for exceptions**

答案: D

解題說明:

DPI and the guiding principle "Keep it simple and practical" stress that guidance should be clear, concise, and user-friendly. With 5000 users, simple guidelines prevent confusion and reduce support overhead.

Explicit instructions on who to contact for exceptions ensures smooth adoption. Options A and D risk overwhelming users with detail, while B shifts responsibility to the service desk instead of empowering users.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - communication and adoption support")

問題 #40

Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

- A. Strategic
- B. Operational
- C. Project
- D. Tactical

答案: A

解題說明:

According to ITIL DPI, planning occurs at strategic, tactical, and operational levels. A strategic plan defines long-term direction, including multi-year infrastructure expansion that aligns with business goals. Tactical plans break this down into departmental objectives, while operational plans manage day-to-day execution.

Project plans are temporary and specific but not long-term vision documents.

(Reference: ITIL 4 Strategist DPI, section on "Planning levels - strategic, tactical, operational")

問題 #41

A manager is planning which interfaces will be needed across the value stream when a new service is created.

Which of these steps should be carried out FIRST?

- A. Identify tools that will be used to develop and deploy the service
- B. Identify utility and warranty requirements for the service
- C. Identify practices that will be used to create and manage the service
- D. Identify and involve stakeholders in the service

答案: D

解題說明:

According to DPI, the first step in value stream planning is to involve stakeholders. Stakeholders help identify requirements, expectations, and dependencies, ensuring the value stream design supports utility (fit for purpose) and warranty (fit for use). Tools and practices (A and B) come later, once needs are clarified.

Utility and warranty requirements (C) are critical, but they must be established with stakeholder input, not in isolation.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - stakeholder involvement in design")

問題 #42

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