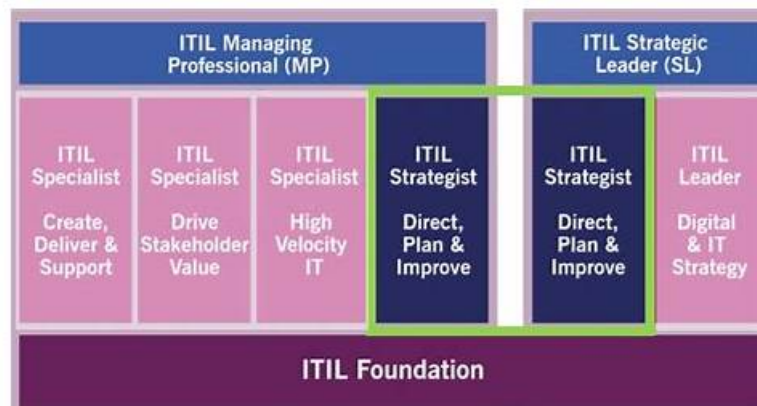


# Free PDF 2026 Updated ITIL ITIL4-DPI: Dumps ITIL 4 Strategist: Direct, Plan and Improve (DPI) Download



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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<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>
Topic 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>
Topic 4	<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>
Topic 5	<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>
Topic 6	<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>

## Exam ITIL ITIL4-DPI Tutorials, Valid ITIL4-DPI Mock Test

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### ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q19-Q24):

#### NEW QUESTION # 19

As a result of feedback from customers received at regular service reviews, an organization with a large number of users is migrating an important IT service to a cloud service provider. The service functionality and the user interface will not change, but the availability and performance should improve.

Which communication plan is MOST appropriate?

- A. Discuss the impact of the changes on the customers at the next service review; send users an email detailing change dates and the expected benefits
- B. Explain the benefits to customers in an email; hold discussions with users to explain the changes
- C. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- D. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues

**Answer: A**

Explanation:

In DPI, effective communication is critical in organizational change management. For large user bases, the communication plan must:

- \* Engage customers directly in reviews (two-way communication),
- \* Provide clear, proactive messaging to users (email with dates and benefits).

This ensures visibility and minimizes confusion. Options A and D lack adequate two-way engagement, and C provides fragmented communication. Option B reflects DPI's emphasis on timely, consistent, and role-appropriate communication.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")

#### NEW QUESTION # 20

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Implement the policy for service desk staff before informing other affected support teams
- B. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- C. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- D. Ensure that any identified exceptions are excluded from the policy to improve clarity

**Answer: C**

Explanation:

DPI emphasizes that policies must be co-created and supported across all stakeholders to be effective. By ensuring all teams involved in incident resolution collaborate in developing the policy, the organization promotes buy-in, shared ownership, and alignment.

Excluding exceptions (A) may cause operational issues, C undermines collaboration, and D risks overcomplication. Collaborative design is a principle of both OCM and DPI governance.

(Reference: ITIL 4 Strategist DPI, section on "Policy creation - stakeholder involvement and collaboration")

### NEW QUESTION # 21

A service provider has established the success factor of: "improved availability of wi-fi service." Using the SMART model, which is the BEST key performance indicator to use to measure this?

- A. 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3
- B. 5% reduction in number of complaints to the service desk by the end of the year
- C. Increase in wi-fi service reliability by the end of quarter 2
- D. 5% increase in user satisfaction scores for the wi-fi service

**Answer: A**

Explanation:

SMART KPIs must be Specific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific to wi-fi availability, measurable (10% increase), achievable, relevant, and time-bound (by end of Q3). Options B and C measure perceptions (complaints/satisfaction) but are indirect. Option D lacks a measurable percentage or defined metric. DPI stresses that success factors should be measured by clear, objective performance outcomes, not just subjective satisfaction.

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

### NEW QUESTION # 22

The manager of a team of highly skilled professionals often handles challenging problems personally in an effort to demonstrate expertise.

Which TWO are the MOST LIKELY consequences of this behaviour?

- \* Decisions take longer
- \* Employee morale improves
- \* Decisions are made quickly
- \* Employee morale suffers

- A. 1 and 4
- B. 2 and 3
- C. 3 and 4
- D. 1 and 2

**Answer: A**

Explanation:

DPI governance principles highlight that when managers centralize decisions and problem-solving, it creates bottlenecks (delays in decision-making) and reduces team empowerment, leading to lower morale. Thus, options 1 (decisions take longer) and 4 (employee morale suffers) are the consequences. The behaviour undermines delegation of authority and staff empowerment, which DPI stresses as essential for effective governance and oversight.

(Reference: ITIL 4 Strategist DPI, section on "Delegation of authority and empowerment of teams")

### NEW QUESTION # 23

In an organization, IT teams are working on documented, structured, and systematic processes for all customer-facing work. Which concept is this an example of?

- A. A control
- B. A risk
- C. A method
- D. A balanced scorecard

**Answer: C**

Explanation:

In DPI, a method is defined as a structured and systematic approach to performing work, ensuring consistency and repeatability. Documented processes for customer-facing work represent methods applied to service management. A control is something put in place to manage risk, a balanced scorecard is a performance measurement tool, and a risk is a potential event. Hence, "method" is the correct categorization.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and methods")

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