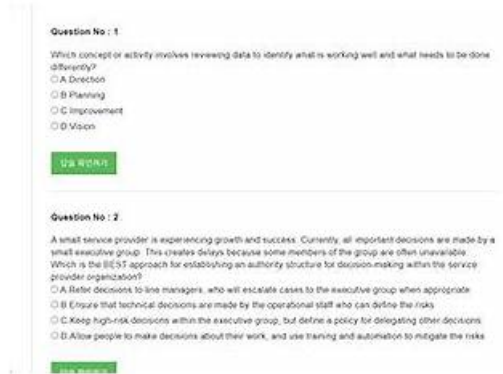


ITIL자격증ITIL4-DPI시험덤프



참고: Pass4Test에서 Google Drive로 공유하는 무료, 최신 ITIL4-DPI 시험 문제집이 있습니다:
https://drive.google.com/open?id=1_cj5A3Fr4jtcvDjUy9-9zLxo91V4NKwl

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ITIL ITIL4-DPI 시험요강:

주제	소개
주제 1	<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.
주제 2	<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.
주제 3	<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.
주제 4	<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.

>> ITIL4-DPI적중율 높은 시험대비덤프 <<

완벽한 ITIL4-DPI적중율 높은 시험대비덤프 공부자료

Pass4Test의 ITIL ITIL4-DPI덤프로ITIL ITIL4-DPI시험준비를 하면 시험패스는 간단한 일이라는걸 알게 될것입니다. ITIL ITIL4-DPI덤프는 최근ITIL ITIL4-DPI시험의 기출문제모음으로 되어있기에 적중율이 높습니다.시험에서 떨어지면 덤프비용 전액 환불해드리기에 우려없이 덤프를 주문하셔도 됩니다.

최신 ITIL 4 Strategist ITIL4-DPI 무료샘플문제 (Q21-Q26):

질문 # 21

An internet service provider has recently acquired a smaller competitor and has performed an analysis of internal and external factors affecting both companies. The competitor was acquired because of their popularity in the market due to excellent service levels. The management are about to integrate the staff and practices of the two organizations and would like to ensure that this is successful. Which assessment method is BEST for them to adopt?

- A. Change readiness
- B. SLA achievement
- C. Strengths, weaknesses, opportunities, threats (SWOT)
- D. Customer/user satisfaction

정답: C

설명:

DPI highlights SWOT analysis as a key assessment tool for mergers, acquisitions, or major integrations.

SWOT helps organizations understand internal capabilities (strengths/weaknesses) and external market factors (opportunities/threats).

This is critical when combining practices and cultures to ensure strengths are leveraged and weaknesses are mitigated. Customer satisfaction (B) and SLA analysis (D) are narrow operational measures. Change readiness (C) is useful but does not fully assess strategic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - SWOT analysis in organizational change")

질문 # 22

An organization is making a major improvement to how they create and deliver IT services. They need to collect feedback about what issues staff have with the improvement.

Which is an appropriate method for this?

- A. Ask managers to provide information about staff attitudes to the change
- B. Provide responses to frequently asked questions (FAQ) on a website
- C. Send frequent email updates explaining the importance of the change
- D. Provide managers with the tools they need to manage people through the change

정답: D

설명:

In DPI, effective OCM requires equipping managers with tools and methods to gather feedback and support their teams. This enables direct two-way communication and trust-building. Options A, B, and C are one-way communication or indirect channels, which limit genuine feedback. DPI emphasizes that line managers are closest to employees and play a key role in gauging attitudes, resistance, and suggestions.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - feedback and manager involvement")

질문 # 23

A retailer is considering introducing a new virtual reality feature to its online presence. Recognizing this is a significant effort requiring new skills and technology, the CIO has asked the operations manager to assess the impact to the organization.

Which assessment method would work BEST in this situation?

- A. Gap analysis
- B. SLA achievement analysis
- C. Customer satisfaction analysis
- D. Process maturity assessment

정답: A

설명:

In ITIL DPI, gap analysis is used to compare the current state against the desired future state. Since the retailer is adopting new technology and skills, gap analysis identifies capability shortfalls and resource needs to support the change. Customer satisfaction analysis (A) and SLA analysis (C) measure service performance, not organizational readiness. Process maturity assessment (D) examines process capability but not the holistic gap to achieve new capabilities.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - gap analysis for change initiatives")

질문 # 24

An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization. Which is the BEST description of the team's role in this situation?

- A. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model
- B. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements
- **C. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements**
- D. The team should focus on the improvement of the 'continual improvement' practice

정답: C

설명:

According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence. (Reference: ITIL 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

질문 # 25

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. A significant number of user interface improvements implemented over the next six months
- D. Customer satisfaction with the application measured by using net promoter score increases by 5% each year

정답: B

설명:

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")

질문 # 26

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