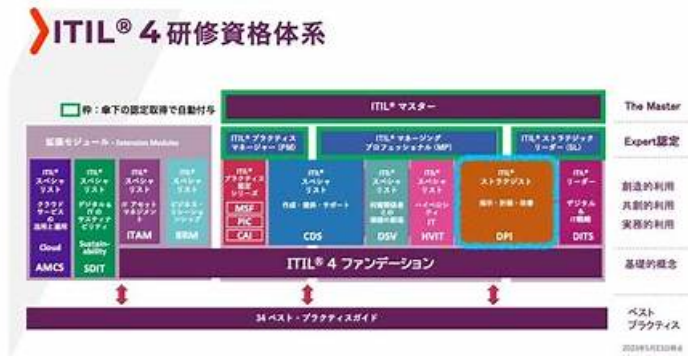


ITIL4-DPI最速合格、ITIL4-DPIテスト参考書



P.S.Pass4TestがGoogle Driveで共有している無料の2026 ITIL ITIL4-DPIダンプ： <https://drive.google.com/open?id=1kwx49kSSdU9UISasfLJ3daUrXk6ZD>

我々は多くの受験生にITILのITIL4-DPI試験に合格させたことに自慢したことがないのです。IT業界での競争が激しいですから、我々は発展のために改善し続けなければなりません。だから、我々の専門家たちはタイムリーにITILのITIL4-DPI資料を更新していて、我々の商品を利用している受験生にITILのITIL4-DPI試験の変革とともに進めさせます。

ITIL ITIL4-DPI 認定試験の出題範囲：

トピック	出題範囲
トピック 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.
トピック 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.
トピック 3	<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.
トピック 4	<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.
トピック 5	<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.
トピック 6	<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.
トピック 7	<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.
トピック 8	<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.

ITIL4-DPIテスト参考書 & ITIL4-DPIブロンズ教材

あなたの社会生活で成功し、高い社会的地位を所有するためには、あなたはいくつかの分野で十分な能力と十分な知識を所有しなければなりません。テストITIL4-DPI試験に合格すると、これらの目標を達成し、有能であることを証明できます。ITIL4-DPI模擬テストを購入すると、ITIL4-DPI試験に流passに合格し、学習にかかる時間と労力が少なくて済みます。ITIL4-DPIテスト問題の質問と回答は入念に選択されており、重要な情報を簡素化して学習をリラックスして効率的にしています。

ITIL 4 Strategist: Direct, Plan and Improve (DPI) 認定 ITIL4-DPI 試験問題 (Q20-Q25):

質問 # 20

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

正解: C

解説:

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")

質問 # 21

Which BEST describes a value stream?

- A. A flexible and simple guide that supports improvement initiatives
- B. A structured approach to organizational change, so that staff members feel valued
- **C. Steps that add value to a unit of work being processed in the service value chain**
- D. The way an organization applies specific resources to tasks

正解: C

解説:

DPI defines a value stream as "a series of steps an organization undertakes to create and deliver products and services to consumers." It describes how value is created and flows through the service value chain. Option A directly reflects this definition. Options B, C, and D refer to resources, guidance, or change management, not the definition of value streams. (Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - definition and purpose")

質問 # 22

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

- * Modify the application to automatically add the current date and time when a transaction is entered
- * Establish a communication plan to remind users of the importance of including the date and time on transactions
- * Develop a goals cascade so that all staff know their role in achieving company goals
- * Create a report showing non-compliant records and take appropriate action to correct them

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

正解: A

解説:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto-capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.

(Reference: ITIL 4 Strategist DPI, section on "Controls - preventive and detective mechanisms in governance")

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

正解: C

解説:

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")

質問 # 24

A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.

What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Agree a method for involving the support team in financial decisions
- B. Use the same method of communication as agreed with all project stakeholders
- C. Initiate a discussion with the support group to understand their preferred method of communication
- D. Inform the support team that they will receive regular email updates

正解: C

解説:

DPI's OCM guidance emphasizes engaging stakeholders early and ensuring communication methods are tailored to their needs. By first discussing preferred communication methods with the remote support team (B), the organization ensures their active involvement and reduces the risk of disengagement. Option A is one-way communication. Option C is irrelevant (they don't make financial decisions). Option D assumes one-size-fits-all, which contradicts DPI's principle of stakeholder-specific communication.

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

質問 # 25

.....

当社のITIL4-DPIトレーニング資料は国内外で有名です。主な理由は、コア競争力を持たない他の会社があるためです。市場には多くの複雑な類似製品があります。独自に必要です。他の製品とのITIL4-DPIテストの質問

