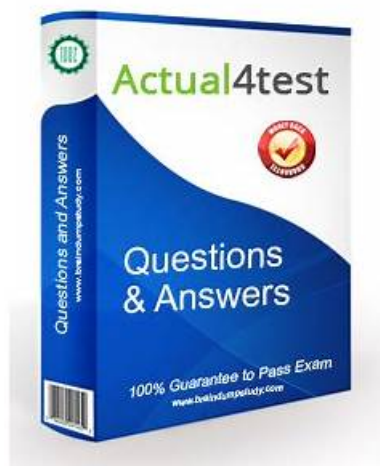


# ITIL4-DPI Test Dumps Free & ITIL4-DPI Dumps Guide



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## ITIL ITIL4-DPI Exam Syllabus Topics:

| Topic   | Details  |
|---------|--|
| Topic 1 | <ul style="list-style-type: none"><li>• <b>Key Concepts:</b> 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>  |
| Topic 2 | <ul style="list-style-type: none"><li>• <b>Organization Change Management:</b> This section of the exam measures skills of IT Service Managers and explains the role of organizational change management in IT service management.</li></ul>   |
| Topic 3 | <ul style="list-style-type: none"><li>• <b>Risk Management:</b> 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 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> |
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## ITIL4-DPI Dumps Guide, Latest ITIL4-DPI Test Labs

Almost everyone is trying to get ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) certification to update their CV or get the desired job. Nowadays, everyone is interested in taking the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam because it has multiple benefits for the future. Every candidate faces just one problem, and that is not getting updated ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) practice questions.

### ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q11-Q16):

#### NEW QUESTION # 11

Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- A. Planning
- B. Improvement
- C. Direction
- D. Vision

**Answer: B**

Explanation:

The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement—using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

#### NEW QUESTION # 12

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

**Answer: A**

Explanation:

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")

#### NEW QUESTION # 13

A company is starting a digital transformation effort that will require significant changes in how IT operates.

The CIO hired consultants to assess the IT department, and they identified a number of improvements that would increase customer

value.

Which approach would BEST prioritize improvement outcomes?

- A. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources
- B. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements
- C. Prioritize outcomes that impact staff the least, which will help staff develop confidence in making improvements
- **D. Prioritize outcomes that move the organization closer to its vision, which will maximize value for all stakeholders**

**Answer: D**

Explanation:

DPI emphasizes that improvements should be prioritized based on strategic alignment with the organizational vision. This ensures that the most valuable outcomes are delivered first, maximizing stakeholder benefit. While "quick wins" (A), minimizing staff disruption (B), and waste reduction (D) are important considerations, they are secondary to moving closer to the strategic vision. (Reference: ITIL 4 Strategist DPI, section on "Prioritizing improvements - alignment with vision and strategy")

#### NEW QUESTION # 14

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

**Answer: D**

Explanation:

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")

#### NEW QUESTION # 15

An organization has determined that a significant percentage of incidents have delayed resolutions because they are escalated to the wrong team, and need to be reassigned before they can be resolved. They plan to improve the flow of work by improving the accuracy of incident escalation.

What is this an example of?

- A. Organizational change management
- **B. Elimination of waste**
- C. Collecting feedback
- D. Addressing the four dimensions

**Answer: B**

Explanation:

ITIL DPI applies Lean principles such as the elimination of waste. Repeated reassignments and delays in incident handling represent a form of waste in workflow. Improving accuracy of escalation removes unnecessary handoffs and accelerates resolution, optimizing flow. This aligns with Lean-inspired waste elimination. OCM (D) is about managing people through change, not fixing workflow inefficiencies.

(Reference: ITIL 4 Strategist DPI, section on "Lean principles - eliminate waste and optimize flow")

## NEW QUESTION # 16

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No doubt the ITIL ITIL4-DPI certification exam is a challenging exam that always gives a tough time to their candidates. However, with the help of TestKingFree ITIL Exam Questions, you can prepare yourself quickly to pass the ITIL ITIL4-DPI Exam. The TestKingFree ITIL ITIL4-DPI exam dumps are real, valid, and updated ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) practice questions that are ideal study material for quick ITIL ITIL4-DPI exam dumps preparation.

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