

Quiz ITIL - ITIL4-DPI - High Hit-Rate ITIL 4 Strategist: Direct, Plan and Improve (DPI) Reliable Guide Files



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We provide the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam questions in a variety of formats, including a web-based practice test, desktop practice exam software, and downloadable PDF files. TorrentVCE provides proprietary preparation guides for the certification exam offered by the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam dumps. In addition to containing numerous questions similar to the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam, the ITIL ITIL4-DPI exam questions are a great way to prepare for the ITIL ITIL4-DPI exam dumps.

ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 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.
Topic 3	<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.
Topic 4	<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.

Topic 5	<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.
Topic 6	<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.
Topic 7	<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.
Topic 8	<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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q22-Q27):

NEW QUESTION # 22

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. Produce simple guidelines for users of the self-service portal for access requests, making it clear who to contact for exceptions**
- B. Circulate detailed guidelines to users for using the self-service portal to request 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. Provide guidelines outlining the difference from previous methods of requesting access to IT services

Answer: A

Explanation:

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")

NEW QUESTION # 23

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

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

Answer: C

Explanation:

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")

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

Answer: A

Explanation:

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")

NEW QUESTION # 25

An organization is mapping a value stream for an IT service. In the current map, the same activity is repeated multiple times. When identifying opportunities to remove waste from the value streams, it has been determined that several days could be removed from the delivery time by eliminating repeated work.

What is this an example of?

- A. Establishing clear objectives for assessments
- **B. Optimizing a workflow through the organization**
- C. Cascading goals through the organization
- D. Building value chains on effective practices

Answer: B

Explanation:

In DPI, value stream mapping identifies bottlenecks, redundancies, and delays. Eliminating repeated activities to save time is an example of workflow optimization (Option C). This reflects Lean principles embedded in DPI - improving flow, reducing waste, and enhancing efficiency. Cascading goals (A), effective practices (B), and objectives for assessments (D) are unrelated to workflow waste elimination.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - optimizing workflow and eliminating waste")

NEW QUESTION # 26

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. Achieve a 10% increase in service requests fulfilled in the target time
- **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. Average number of storage access failures per month

Answer: B

Explanation:

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")

NEW QUESTION # 27

Under the situation of intensifying competition in all walks of life, will you choose to remain the same and never change or choose to obtain a ITIL4-DPI certification which can increase your competitiveness? I think most of people will choose the latter, because most of the time certificate is a kind of threshold, with ITIL4-DPI Certification, you may have the opportunity to enter the door of an industry. And our ITIL 4-DPI exam questions will be your best choice to gain the certification.

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