ITIL4-DPI Certification Materials, ITIL4-DPI Valid Exam Papers

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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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.
Topic 4	• 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 5	• 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.
Topic 6	• 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 7	• 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	• 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.

Test-Taking Questions ITIL4-DPI Pre-assessment Test

The VCE4Plus is a leading and reliable platform that has been offering real, valid, and updated ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam practice test questions for many years. Over this long time period thousands of candidates have passed their dream ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) certification exam. And the one thing has come in their success that was the usage of top-notch ITIL4-DPI Exam Practice test questions. So you can also get help from VCE4Plus practice test questions and make the ITIL ITIL4-DPI exam preparation simple, smart and quick.

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

NEW QUESTION # 19
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. Strengths, weaknesses, opportunities, threats (SWOT)
- B. SLA achievement
- C. Customer/user satisfaction
- D. Change readiness

Answer: A

Explanation:
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")

NEW QUESTION # 20
An IT department is functioning as a service provider for the company it is a part of.
Which statement about this provider's governance is CORRECT?

- A. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body
- B. An internal service provider's governance is limited to external factors such as regulations and legislation
- C. An internal service provider is not subject to governance because they are part of the same company
- D. An internal service provider must use the service value system instead of governance

Answer: A

Explanation:
DPI clarifies that governance always comes from the organization's governing body. Internal service providers do not operate

independently; they must follow the governance structures of the parent organization. They may only self-govern if explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false-governance always applies. Option D is misleading; the SVS supports governance, not replaces it.
(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

NEW QUESTION # 21

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. 1 and 2
- C. 2 and 3
- 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 # 22

What is the difference between a policy and a control?

- A. Policies are defined by governance, controls are defined by management
- B. A control is a type of policy that directs staff behaviour
- C. A policy is a type of control that states what management expects
- D. Policies focus on organizations and people, controls focus on information and technology

Answer: A

Explanation:
In ITIL 4 DPI, policies are the high-level expectations, rules, or guidelines that are defined by the organization's governing body. They establish the framework for decision-making and behaviour. Controls, on the other hand, are management mechanisms used to enforce policies and ensure compliance. Thus, policies come from governance, while controls are implemented by management to enforce those policies.
(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and guidelines - governance vs. management responsibilities")

NEW QUESTION # 23

A service provider has experienced a number of problems with their cloud storage service that have caused service outages. Problem management has successfully identified the cause of each incident, but further improvements to the service are considered necessary.
Which is the BEST example of using the 'continual improvement model' to guide improvements to the service?

- A. Use the model to identify and prioritize improvements to the cloud storage service
- B. Use the model to restore and recover the cloud storage service each time the service fails
- C. Use the model to assess and authorize changes to improve the cloud storage service
- D. Use the model to identify and compare improvements to the 'problem management' practice

Answer: A

Explanation:
Thecontinual improvement modelis applied to evaluate, prioritize, and implement improvements across services, practices, and processes. Here, the focus is thecloud storage service, not just the practice of problem management. Option B reflects the model's purpose-identify improvement opportunities, assess priorities, and act to prevent recurrence of failures. Options A, C, and D misapply the model to either specific practices or operational recovery, not holistic improvement.
(Reference: ITIL 4 Strategist DPI, section on "Applying the continual improvement model to services and practices")

NEW QUESTION # 24
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