ITIL4-DPI通過考試 - ITIL4-DPI參考資料

此外，這些KaoGuTi ITIL4-DPI考試題庫的部分內容現在是免費的：https://drive.google.com/open?id=1QTE-xYOV0rWxELa6I_rH3z4eQfQlbSsp

KaoGuTi的產品不僅幫助客戶100%通過第一次參加的ITIL ITIL4-DPI 認證考試，而且還可以為客戶提供一年的免費線上更新服務，第一時間將最新的資料推送給客戶，讓客戶瞭解到最新的考試資訊。所以KaoGuTi不僅是個產品品質很好的網站，還是個售後服務很好的網站。

ITIL ITIL4-DPI 考試大綱：

主題	簡介
主題 1	• 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.
主題 2	• 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.

主題 3	• 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.
主題 4	• 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.
主題 5	• 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.
主題 6	• 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.
主題 7	• 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.

>> ITIL4-DPI通過考試 <<

ITIL4-DPI參考資料 & ITIL4-DPI證照信息

ITIL的ITIL4-DPI考試認證是當代眾多考試認證中最有價值的考試認證之一，在近幾十年裏，電腦科學教育已獲得了世界各地人們絕大多數的關注，它每天都是IT資訊技術領域的必要一部分，所以IT人士通過ITIL的ITIL4-DPI考試認證來提高自己的知識，然後在各個領域突破。而KaoGuTi ITIL的ITIL4-DPI考試認證試題及答案正是他們所需要的，因為想要通過這項測試並不容易的，選擇適當的捷徑只是為了保證成功，KaoGuTi正是為了你們的成功而存在的，選擇KaoGuTi等於選擇成功，我們KaoGuTi提供的試題及答案是KaoGuTi的IT精英通過研究與實踐而得到的，擁有了超過計畫10年的IT認證經驗。

最新的 ITIL 4 Strategist ITIL4-DPI 免費考試真題 (Q39-Q44):

問題 #39
The IT organization of a large company has an existing improvement programme. Individual IT divisions have fully embraced continual improvement. The business has seen areas of improved performance, but the improvements do not last long.
Which action BEST maintains long-term improvement?

- A. Developing a value stream map for the continual improvement effort to better understand how it is working
- B. Establishing a strong governance capability to help build a culture of continual improvement
- C. Developing a business case for continual improvement and asking for support from senior management
- D. Starting all improvement efforts with a clear understanding of the current and desired future state

答案：B

解題說明：
In DPI, sustainable continual improvement requires embedding it into theorganization's governance structures. Governance ensures accountability, decision-making, and cultural reinforcement that prevents improvements from being short-lived. Option A is part of the continual improvement model but does not ensure sustainability. Option B helps with funding, not culture. Option D is useful for visualization but not long-term adoption. Onlystrong governanceembeds continual improvement as anongoing culture.
(Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

問題 #40
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 assess and authorize changes to improve the cloud storage service
- B. Use the model to identify and compare improvements to the 'problem management' practice
- C. Use the model to restore and recover the cloud storage service each time the service fails
- D. Use the model to identify and prioritize improvements to the cloud storage service

答案：D

解題說明：
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")

問題 #41
In an organization, IT teams are working on documented, structured, and systematic processes for all customer-facing work.
Which concept is this an example of?

- A. A risk
- B. A method
- C. A balanced scorecard
- D. A control

答案：B

解題說明：
In DPI, amethodis defined as a structured and systematic approach to performing work, ensuring consistency and repeatability. Documented processes for customer-facing work represent methods applied to service management. Acontrolis something put in place to manage risk, abalanced scorecardis a performance measurement tool, and ariskis a potential event. Hence, "method" is the correct categorization.
(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and methods")

問題 #42
An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives.
How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- B. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- C. Put compliance controls in place to ensure that all centres of expertise are following the same practices
- D. Collect feedback from both organizational and IT leadership from each region

答案：B

解題說明：
In DPI,alignment is achieved through cascading objectives: breaking down high-level organizational goals into increasingly detailed objectives at each layer of the organization. This ensures thatevery division, team, and activity is aligned to the overall strategic vision. Compliance controls (A) only enforce uniformity, not alignment. Risk prioritization (B) is important but narrower in scope. Collecting feedback (D) helps communication but does not ensure systematic alignment.
(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment of organizational layers")

問題 #43
Which statement describes the influence of services on service consumers' outcomes, costs, and risks?

- A. Services remove risks from service consumers without introducing new ones
- B. A service should introduce fewer costs than it removes
- C. The key benefit of services is to reduce costs and risks

- D. Services can negatively affect some outcomes while supporting others

答案：D

解題說明：
DPI explains that servicesinfluence consumer outcomes, costs, and risksin complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services cansupport some outcomes and negatively affect others. They never remove all risks (contradicts B), cost reduction is not the sole benefit (contradicts C), and D oversimplifies the cost-value relationship.
(Reference: ITIL 4 Strategist DPI, section on "Understanding value, outcomes, costs, and risks")

問題 #44

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通過這幾年IT行業不斷的發展與壯大，ITIL4-DPI考試已經成為ITIL考試裏的里程碑，可以讓你成為IT的專業人士，有數以百計的線上資源，提供ITIL的ITIL4-DPI考試的問題，為什麼大多數選擇KaoGuTi，因為我們KaoGuTi裏有一支龐大的IT精英團隊，專注於ITIL的ITIL4-DPI考試的最新資料。讓你無障礙通過ITIL的ITIL4-DPI考試認證。KaoGuTi保證你第一次嘗試通過ITIL的ITIL4-DPI考試取得認證，KaoGuTi會和你站在一起，與你同甘共苦。

ITIL4-DPI參考資料：https://www.kaoguti.com/ITIL4-DPI_exam-pdf.html

- ITIL4-DPI通過考試：ITIL 4 Strategist: Direct, Plan and Improve (DPI)考試通過證明 □ 在□ www.newdumpspdf.com □網站下載免費[ITIL4-DPI]題庫收集ITIL4-DPI學習筆記
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