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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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.
Topic 4	<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 5	<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.

Topic 6	<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.
Topic 7	<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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q25-Q30):

NEW QUESTION # 25

A project team recently delivered a new service on time and to specification. However, the team encountered a number of issues during the project that resulted in an increase in the resources utilized. The project is about to close and the project team will immediately move on to the next project.

Which is the BEST way to avoid similar issues in the future?

- A. Conduct a customer satisfaction analysis at the end of the project
- B. Develop a stakeholder communication plan before starting the next project
- **C. Create a lessons learned report when closing the project**
- D. Complete a SWOT analysis before starting the next project

Answer: C

Explanation:

In DPI, the continual improvement model stresses the importance of capturing lessons learned to ensure that successes and failures inform future work. By creating a lessons learned report during project closure, the organization systematically records challenges, inefficiencies, and solutions. This enables organizational learning and prevents repeating mistakes. SWOT (B) and communication planning (D) are useful tools, but they do not directly address past project issues. Customer satisfaction analysis (C) focuses on user experience, not internal resource challenges.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement feedback and learning loops")

NEW QUESTION # 26

An organization uses an external service provider to develop and support a critical application. They have asked the supplier to make improvements as users have been complaining that the application is difficult to use.

What would be a suitable SMART KPI for measuring this improvement?

- A. A significant number of user interface improvements implemented over the next six months
- **B. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months**
- C. Customer satisfaction with the application measured by using net promoter score increases by 5% each year
- D. Usability of the application evaluated by the application manager improves from "poor" to "good" over the next six months

Answer: B

Explanation:

In DPI, KPIs must be SMART (Specific, Measurable, Achievable, Relevant, Time-bound). Option B is the only one that fully meets SMART criteria:

- * Specific (user satisfaction with the application),
- * Measurable (30% increase),
- * Achievable (reasonable improvement target),
- * Relevant (directly tied to usability),
- * Time-bound (six months).

Options A and D lack measurable objectivity, while C is too broad and long-term.

(Reference: ITIL 4 Strategist DPI, section on "Measurement and reporting - setting SMART objectives and KPIs")

NEW QUESTION # 27

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

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

Answer: B

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 # 28

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. Gap analysis**
- C. Customer satisfaction analysis
- D. SLA achievement analysis

Answer: B

Explanation:

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")

NEW QUESTION # 29

Which BEST describes the relationship between planning and risk?

- A. Planning is a high-level function, risk management is a tactical activity
- **B. Planning should always consider risks and how to mitigate them**
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Risk management is the exclusive domain of dedicated risk managers

Answer: B

Explanation:

In DPI, planning and risk management are inseparable. Every plan should consider uncertainties and include mitigation strategies.

Option B captures this integration directly. Option A is misleading: both planning and risk management happen at all levels. Option C partially reflects the relationship but is incomplete. Option D contradicts DPI guidance: risk management is an organizational

