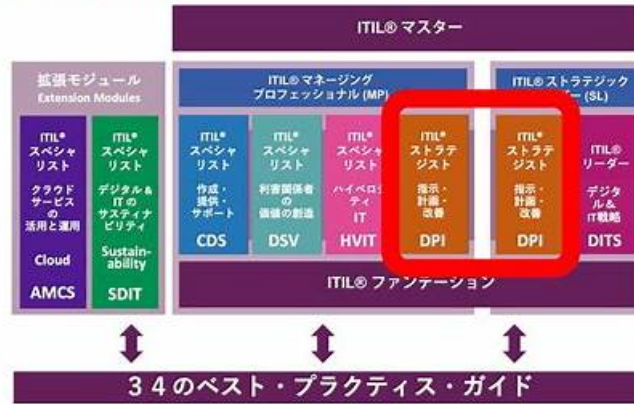


完整的ITIL4-DPI認證指南擁有模擬真實考試環境與場 境的軟件VCE版本 & 高通過率的ITIL4-DPI考古題分享

ITIL® 4 研修資格体系



P.S. VCESoft在Google Drive上分享了免費的、最新的ITIL4-DPI考試題庫：<https://drive.google.com/open?id=1vCdRkkl0CTJp0qOZ9eaTyr6NAZwujUAE>

希望成為擁有ITIL4-DPI認證的IT專業人士嗎？想減少獲得ITIL4-DPI認證的成本嗎？想通過所有的ITIL認證嗎？如果“是”，VCESoft是考生最明智的選擇，為您提供涵蓋最新認證考試問題的最佳題庫學習資料。ITIL4-DPI題庫可以在您考前模擬真實的考試環境，也是最有效的考古題。利用ITIL的ITIL4-DPI考古題，您將達到你的目的，得到最佳的效果，給您帶來無限大的利益，在您以後的IT行業道路上可以走的更遠。

ITIL ITIL4-DPI 考試大綱：

主題	簡介
主題 1	<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.
主題 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.
主題 3	<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.
主題 4	<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.
主題 5	<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.
主題 6	<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.
主題 7	<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.

- 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.

>> ITIL4-DPI認證指南 <<

ITIL4-DPI考古題分享 - 新版ITIL4-DPI題庫

VCESoftのITIL4-DPI考古題可以讓你輕鬆地準備考試。另外，如果你是第一次參加考試，那麼你可以使用軟體版的考古題。因為這是一個完全模擬真實考試的氛圍和形式的軟體。你可以提前感受到真實的考試。這樣你在真實的考試中就不會感到緊張。用過了軟體版的考古題，你就可以在參加考試時以一種放鬆的心態來做題，有利於你正常發揮你的水準。

最新的 ITIL 4 Strategist ITIL4-DPI 免費考試真題 (Q18-Q23):

問題 #18

A company has a new, global line of business that has changed how the IT department supports the systems. Recognizing the need for two-way communication for the required changes, IT managers need better ways of obtaining feedback. Which describes the BEST approach for establishing effective feedback channels?

- A. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns
- B. Publish a printed weekly newsletter that clearly and consistently communicates change
- C. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- D. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff

答案： C

解題說明:

DPI emphasizes using existing, familiar, and effective communication channels to encourage staff feedback and engagement. By leveraging collaboration tools that teams already use (Option A), managers minimize resistance and maximize participation. Option B is localized and limited in scale. Option C delays feedback until a project is implemented. Option D is one-way communication, not interactive.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and feedback channels")

問題 #19

What is the difference between a policy and a control?

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

答案： C

解題說明:

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")

問題 #20

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

答案： A

解題說明：

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")

問題 #21

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

答案： A

解題說明：

The continual improvement model is applied to evaluate, prioritize, and implement improvements across services, practices, and processes. Here, the focus is the cloud 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 #22

A service provider is improving its 'service desk' practice and has established the success factor: "improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. Increase average time to answer phones by 5%
- B. 10% increase in calls resolved without escalation by end of the year
- C. Reduce time to resolve the underlying cause of incidents
- D. Accelerate service request fulfilment by the end of quarter 2

答案： B

解題說明：

DPI stresses that KPIs should directly measure progress toward the defined success factor. Here, the success factor is improved user satisfaction with the service desk. Increasing the number of calls resolved without escalation (Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.

(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

問題 #23

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