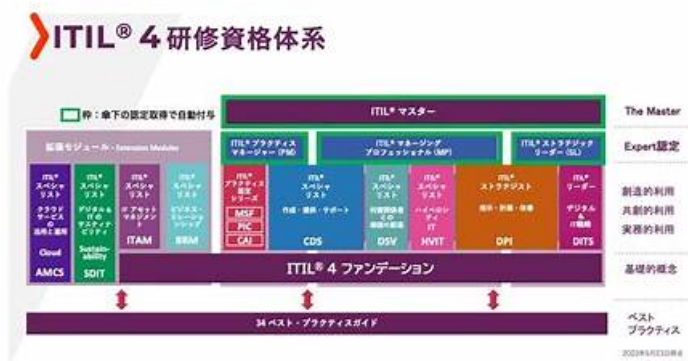


# 最新ITIL4-DPI考證 - ITIL4-DPI考題寶典



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### ITIL ITIL4-DPI 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
主題 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
主題 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
主題 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

- 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.

## 最新的 ITIL 4 Strategist ITIL4-DPI 免費考試真題 (Q17-Q22):

### 問題 #17

Which BEST describes a value stream?

- A. Steps that add value to a unit of work being processed in the service value chain
- B. A flexible and simple guide that supports improvement initiatives
- C. The way an organization applies specific resources to tasks
- D. A structured approach to organizational change, so that staff members feel valued

答案: A

解題說明:

DPI defines a value stream as "a series of steps an organization undertakes to create and deliver products and services to consumers." It describes how value is created and flows through the service value chain. Option A directly reflects this definition. Options B, C, and D refer to resources, guidance, or change management, not the definition of value streams. (Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - definition and purpose")

### 問題 #18

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- B. Ensure that any identified exceptions are excluded from the policy to improve clarity
- C. Implement the policy for service desk staff before informing other affected support teams
- D. Engage with stakeholders to ensure that as much detail as possible is included in the policy

答案: A

解題說明:

DPI emphasizes that policies must be co-created and supported across all stakeholders to be effective. By ensuring all teams involved in incident resolution collaborate in developing the policy, the organization promotes buy-in, shared ownership, and alignment. Excluding exceptions (A) may cause operational issues, C undermines collaboration, and D risks overcomplication. Collaborative design is a principle of both OCM and DPI governance. (Reference: ITIL 4 Strategist DPI, section on "Policy creation - stakeholder involvement and collaboration")

### 問題 #19

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

答案: D

解題說明:

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")

#### 問題 #20

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.

Which guiding principle are they applying?

- **A. Collaborate and promote visibility**
- B. Focus on value
- C. Keep it simple and practical
- D. Think and work holistically

答案： A

解題說明：

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.

"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.

(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

#### 問題 #21

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. Average number of storage access failures per month
- **C. Design and implement new infrastructure by the end of quarter 2**
- D. Increase profit by launching new wi-fi services into new geographic markets

答案： C

解題說明：

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")

#### 問題 #22

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**ITIL4-DPI考題寶典** : <https://tw.fast2test.com/ITIL4-DPI-premium-file.html>

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