2026 ITIL ITIL4-DPI: High Hit-Rate ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Tutorial

DOWNLOAD the newest Actual4Cert ITIL4-DPI PDF dumps from Cloud Storage for free: https://drive.google.com/open?id=1-zNQJ1Yy8hUnASbBKWF2pspV23wrZAvZ

Our ITIL ITIL4-DPI can help you clear exams at first shot. We promise that we provide you with best quality ITIL ITIL4-DPI original questions and competitive prices. We provide one year studying assist service and one year free updates downloading of ITIL 4 Strategist: Direct, Plan and Improve (DPI) exam questions.

ITIL ITIL4-DPI Exam Syllabus Topics:

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

ITIL4-DPI Exam Revision Plan & Practice ITIL4-DPI Tests

After years of research in IT exam certification, our Actual4Cert has become a leader of IT industry. Our exam software is consisted of comprehensive and diverse questions. ITIL4-DPI exam software, as one of the most popular software with best sales, has helped many candidates successfully Pass ITIL4-DPI Exam. Besides, as we know, once you have obtain ITIL4-DPI exam certification, your career in IT industry will be much easier.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q21-Q26):

NEW QUESTION # 21
A CIO has made value stream mapping a key part of an IT improvement effort. A value stream map for existing services is being developed.
Which approach would produce the BEST results?

- A. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream
- B. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- C. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement
- D. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements

Answer: C

Explanation:
According to DPI,value stream mapping is collaborative. Stakeholders must work together to identify inefficiencies, optimize flow, and agree on metrics to measure improvement. Option A removes staff engagement, leading to resistance. Option B limits collaboration to documentation, not co-design. Option C addresses change attitudes, not mapping effectiveness.Collaboration + waste elimination + measurement (Option D) reflects Lean/Agile influence in DPI.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - collaborative optimization")

NEW QUESTION # 22
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. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months
- B. A significant number of user interface improvements implemented 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: A

Explanation:
In DPI, KPIs must beSMART(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 # 23

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

Answer: C

Explanation:
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")

NEW QUESTION # 24

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

Answer: C

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 # 25

A service provider has established the success factor of:"improved availability of wi-fi service." Using the SMART model, which is the BEST key performance indicator to use to measure this?

- A. 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3
- B. 5% reduction in number of complaints to the service desk by the end of the year
- C. 5% increase in user satisfaction scores for the wi-fi service
- D. Increase in wi-fi service reliability by the end of quarter 2

Answer: A

Explanation:
SMART KPIs must be Specific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific to wi-fi availability, measurable (10% increase), achievable, relevant, and time-bound (by end of Q3). Options B and C measure perceptions (complaints/satisfaction) but are indirect. Option D lacks a measurable percentage or defined metric. DPI stresses that success

factors should be measured byclear, objective performance outcomes, not just subjective satisfaction.
(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 26
......

Most experts agree that the best time to ask for more dough is after you feel your ITIL4-DPI performance has really stood out. To become a well-rounded person with the help of our ITIL4-DPI study questions, reducing your academic work to a concrete plan made up of concrete actions allows you to streamline and gain efficiency, while avoiding pseudo work and guilt. Our ITIL4-DPI Guide materials provide such a learning system where you can improve your study efficiency to a great extent.

ITIL4-DPI Exam Revision Plan: https://www.actual4cert.com/ITIL4-DPI-real-questions.html

- Exam ITIL4-DPI Quick Prep 🡒 ITIL4-DPI Practice Online 🡒 ITIL4-DPI New Braindumps 🡒 Go to website ➤ www.dumpsquestion.com 🡒 open and search for 【 ITIL4-DPI 】 to download for free 🡒ITIL4-DPI Latest Exam Question
- 2026 High Hit-Rate ITIL4-DPI Exam Tutorial | 100% Free ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Revision Plan 🡒 Download ➽ ITIL4-DPI 🡒 for free by simply entering 🡒 www.pdfvce.com 🡒 website 🡒Examcollection ITIL4-DPI Vce
- Pass Guaranteed Quiz 2026 Professional ITIL4-DPI: ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Tutorial 🡒 Search for ➽ ITIL4-DPI 🡒 and download exam materials for free through " www.exam4labs.com " 🡒ITIL4-DPI Reliable Test Test
- ITIL4-DPI New Braindumps 🡒 Valid Exam ITIL4-DPI Practice 🡒 Real ITIL4-DPI Exam Questions 🡒 《 www.pdfvce.com 》 is best website to obtain [ITIL4-DPI] for free download ➹ITIL4-DPI Simulations Pdf
- Study ITIL4-DPI Group 🡒 ITIL4-DPI Reliable Test Test 🡒 ITIL4-DPI Practice Online 🡒 Copy URL （ www.troytecdumps.com ） open and search for 「 ITIL4-DPI 」 to download for free 🡒Valid Exam ITIL4-DPI Practice
- Valid Exam ITIL4-DPI Practice 🡒 Reliable ITIL4-DPI Test Guide 🡒 ITIL4-DPI Mock Exams 🡒 Download ➽ ITIL4-DPI 🡒 for free by simply entering ➡ www.pdfvce.com 🡒🡒🡒 website 🡒ITIL4-DPI New Dumps Ebook
- Free ITIL ITIL4-DPI Exam Questions Updates By www.prep4sures.top 🡒 🡒 www.prep4sures.top 🡒 is best website to obtain 🡒 ITIL4-DPI 🡒 for free download 🡒Examcollection ITIL4-DPI Vce
- Free ITIL ITIL4-DPI Exam Questions Updates By Pdfvce 🡒 Search for { ITIL4-DPI } on ➡ www.pdfvce.com 🡒🡒🡒 immediately to obtain a free download 🡒Free ITIL4-DPI Exam Dumps
- ITIL4-DPI Dumps Guide: ITIL 4 Strategist: Direct, Plan and Improve (DPI) - ITIL4-DPI Actual Test - ITIL4-DPI Exam Torrent 🡒 The page for free download of 🡒 ITIL4-DPI 🡒 on ➤ www.verifieddumps.com 🡒 will open immediately 🡒 🡒ITIL4-DPI Simulations Pdf
- ITIL 4 Strategist ITIL4-DPI free valid dumps - ITIL ITIL4-DPI actual pdf exam 🡒 ➡ www.pdfvce.com 🡒 is best website to obtain ➡ ITIL4-DPI 🡒🡒🡒 for free download 🡒ITIL4-DPI Reliable Test Test
- Pass Guaranteed Quiz 2026 Professional ITIL4-DPI: ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Tutorial 🡒 Copy URL 🡒 www.prep4sures.top 🡒 open and search for ⇒ ITIL4-DPI ⇐ to download for free 🡒ITIL4-DPI Exam Testking
- www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, hcpedu.study, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, www.stes.tyc.edu.tw, Disposable vapes

DOWNLOAD the newest Actual4Cert ITIL4-DPI PDF dumps from Cloud Storage for free: https://drive.google.com/open?id=1-zNQJ1Yy8hUnASbBKWF2pspV23wrZAvZ