

# Detailed ITIL ITIL4-DPI Study Dumps | ITIL4-DPI Test Guide Online



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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Communication and Collaboration:</b> 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>
Topic 2	<ul style="list-style-type: none"><li>• <b>Key Concepts:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Governance and Compliance:</b> 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• <b>Continual Improvement:</b> 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>

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## HOT Detailed ITIL4-DPI Study Dumps 100% Pass | Trustable ITIL ITIL 4 Strategist: Direct, Plan and Improve (DPI) Test Guide Online Pass for sure

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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q36-Q41):

### NEW QUESTION # 36

A small service provider is experiencing growth and success. Currently, all important decisions are made by a small executive group. This creates delays because some members of the group are often unavailable.

Which is the BEST approach for establishing an authority structure for decision-making within the service provider organization?

- A. Ensure that technical decisions are made by the operational staff who can define the risks
- **B. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions**
- C. Allow people to make decisions about their work, and use training and automation to mitigate the risks
- D. Refer decisions to line managers, who will escalate cases to the executive group when appropriate

**Answer: B**

Explanation:

DPI emphasizes governance by defining clear decision-making authority. High-risk or strategic decisions should remain with executives, but less critical decisions must be delegated through policies to appropriate levels of management. This prevents bottlenecks and ensures accountability while balancing governance oversight. Options A and B may reduce delays but lack structured governance, while D risks insufficient control.

(Reference: ITIL 4 Strategist DPI, section on "Delegation of decision-making and governance structures")

### NEW QUESTION # 37

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

- **A. Services can negatively affect some outcomes while supporting others**
- B. A service should introduce fewer costs than it removes
- C. The key benefit of services is to reduce costs and risks
- D. Services remove risks from service consumers without introducing new ones

**Answer: A**

Explanation:

DPI explains that services influence consumer outcomes, costs, and risks in complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services can support 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")

### NEW QUESTION # 38

A manager is planning which interfaces will be needed across the value stream when a new service is created.

Which of these steps should be carried out FIRST?

- A. Identify tools that will be used to develop and deploy the service
- B. Identify practices that will be used to create and manage the service
- C. Identify utility and warranty requirements for the service
- **D. Identify and involve stakeholders in the service**

**Answer: D**

Explanation:

According to DPI, the first step in value stream planning is to involve stakeholders. Stakeholders help identify requirements, expectations, and dependencies, ensuring the value stream design supports utility (fit for purpose) and warranty (fit for use). Tools and practices (A and B) come later, once needs are clarified.

Utility and warranty requirements (C) are critical, but they must be established with stakeholder input, not in isolation.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - stakeholder involvement in design")

### NEW QUESTION # 39

As a result of feedback from customers received at regular service reviews, an organization with a large number of users is migrating an important IT service to a cloud service provider. The service functionality and the user interface will not change, but the availability and performance should improve.

Which communication plan is MOST appropriate?

- A. Discuss the impact of the changes on the customers at the next service review; send users an email detailing change dates and the expected benefits
- B. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- C. Explain the benefits to customers in an email; hold discussions with users to explain the changes
- D. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues

**Answer: A**

Explanation:

In DPI, effective communication is critical in organizational change management. For large user bases, the communication plan must:

\* Engage customers directly in reviews (two-way communication),

\* Provide clear, proactive messaging to users (email with dates and benefits).

This ensures visibility and minimizes confusion. Options A and D lack adequate two-way engagement, and C provides fragmented communication. Option B reflects DPI's emphasis on timely, consistent, and role-appropriate communication.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")

#### NEW QUESTION # 40

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

\* Modify the application to automatically add the current date and time when a transaction is entered

\* Establish a communication plan to remind users of the importance of including the date and time on transactions

\* Develop a goals cascade so that all staff know their role in achieving company goals

\* Create a report showing non-compliant records and take appropriate action to correct them

- A. 1 and 2
- B. 2 and 3
- C. 1 and 4
- D. 3 and 4

**Answer: C**

Explanation:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto-capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.

(Reference: ITIL 4 Strategist DPI, section on "Controls - preventive and detective mechanisms in governance")

#### NEW QUESTION # 41

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