

Complete ITIL4-DPI Exam Dumps, Pass ITIL4-DPI Rate



2026 Latest Valid Braindumps ITIL4-DPI PDF Dumps and ITIL4-DPI Exam Engine Free Share: <https://drive.google.com/open?id=17knrdZcdb3HnmO49MUIVXEyRkqrc0wCL>

In this rapid rhythm society, the competitions among talents are growing with each passing day, some job might ask more than one's academic knowledge it might also require the professional ITIL4-DPI certification and so on. It can't be denied that professional certification is an efficient way for employees to show their personal ITIL 4 Strategist: Direct, Plan and Improve (DPI) abilities. In order to get more chances, more and more people tend to add shining points, for example a certification to their resumes. Passing exam won't be a problem anymore as long as you are familiar with our ITIL4-DPI Exam Material (only about 20 to 30 hours practice). High accuracy and high quality are the reasons why you should choose us.

ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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.
Topic 3	<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 4	<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 5	<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.

>> Complete ITIL4-DPI Exam Dumps <<

Pass ITIL4-DPI Rate - ITIL4-DPI Training For Exam

The ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) practice questions (desktop and web-based) are customizable, meaning users can set the questions and time according to their needs to improve their discipline and feel the real-based exam

scenario to pass the ITIL ITIL4-DPI Certification. Customizable mock tests comprehensively and accurately represent the actual ITIL ITIL4-DPI certification exam scenario.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q12-Q17):

NEW QUESTION # 12

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it.

Which organizational change management requirement does this MOST contribute to?

- A. Clear and relevant objectives
- **B. Willing and prepared participants**
- C. Strong and committed leadership
- D. Sustained improvement

Answer: B

Explanation:

DPI emphasizes that OCM must create willing and prepared participants by providing clarity on the change's purpose and encouraging open discussion. This builds trust, reduces resistance, and increases engagement. Objectives (A) and leadership (B) are important but are managerial aspects, not participant readiness. Sustained improvement (D) occurs later. The direct outcome of early communication and dialogue is prepared participants.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - preparing participants")

NEW QUESTION # 13

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. Design and implement new infrastructure by the end of quarter 2**
- B. Increase profit by launching new wi-fi services into new geographic markets
- C. Average number of storage access failures per month
- D. Achieve a 10% increase in service requests fulfilled in the target time

Answer: A

Explanation:

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")

NEW QUESTION # 14

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

Answer: C

Explanation:

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")

NEW QUESTION # 15

A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.

What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Use the same method of communication as agreed with all project stakeholders
- B. Inform the support team that they will receive regular email updates
- C. **Initiate a discussion with the support group to understand their preferred method of communication**
- D. Agree a method for involving the support team in financial decisions

Answer: C

Explanation:

DPI's OCM guidance emphasizes engaging stakeholders early and ensuring communication methods are tailored to their needs. By first discussing preferred communication methods with the remote support team (B), the organization ensures their active involvement and reduces the risk of disengagement. Option A is one-way communication. Option C is irrelevant (they don't make financial decisions). Option D assumes one-size-fits-all, which contradicts DPI's principle of stakeholder-specific communication. (Reference: ITIL 4 Strategist DPI, section on "OCM - stakeholder engagement and communication planning")

NEW QUESTION # 16

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 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 # 17

.....

Firstly, our company always feedbacks our candidates with highly-qualified ITIL4-DPI study guide and technical excellence and continuously developing the most professional ITIL4-DPI exam materials. Secondly, our ITIL4-DPI study materials persist in creating a modern service oriented system and strive for providing more preferential activities for your convenience. Come and buy our ITIL4-DPI Exam Materials, you will get more than you can imagine!

Pass ITIL4-DPI Rate: <https://www.validbraindumps.com/ITIL4-DPI-exam-prep.html>

- Pass Guaranteed 2026 ITIL Professional ITIL4-DPI: Complete ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Dumps □ The page for free download of { ITIL4-DPI } on 「 www.practicevce.com 」 will open immediately □

