

ITIL4-DPI Ressourcen Prüfung - ITIL4-DPI Prüfungsguide & ITIL4-DPI Beste Fragen



Die ITIL ITIL4-DPI Prüfung macht man wirklich besorgt. Vielleicht vertragen Sie nicht mehr die große Menge von Prüfungsunterlagen, dann lassen Sie ITIL ITIL4-DPI Prüfungssoftware von Fast2test Ihnen helfen, die Belastungen zu erleichtern! Unsere professionelle IT-Profis haben die anspruchsvolle ITIL ITIL4-DPI Prüfungssoftware entwickelt dadurch, dass die komplizierten Test-Bank geordnet und die Schwerpunkte der Prüfungen in den letzten Jahren analysiert haben. Trotzdem aktualisieren wir die ITIL ITIL4-DPI Prüfungsunterlagen immer weiter. Innerhalb einem Jahr nach Ihrem Kauf geben wir Ihnen sofort Bescheid, wenn die ITIL ITIL4-DPI aktualisiert hat.

ITIL ITIL4-DPI Prüfungsplan:

Thema	Einzelheiten
Thema 1	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.
Thema 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.
Thema 3	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.
Thema 4	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.
Thema 5	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.
Thema 6	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.

>> ITIL4-DPI Prüfungsvorbereitung <<

ITIL4-DPI Lernressourcen - ITIL4-DPI Schulungsunterlagen

Möchten Sie die ITIL ITIL4-DPI Zertifizierungsprüfung beim ersten Versuch bestehen? Auf der Webseite Fast2test werden wir alle Ihrer Wünsche erfüllen und Ihnen versprechen, dass Sie die ITIL4-DPI Zertifizierungsprüfung in begrenzter Zeit einmalig bestehen. Denn Fast2test verfügt über die Fragenkataloge zur ITIL ITIL4-DPI Zertifizierungsprüfung, die von erfahrenen IT-Experten entworfen werden und aus Fragen und Antworten kombiniert sind. Sie werden niemals bereuen, dass Sie Fast2test gewählt haben. bearbeitet

ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI Prüfungsfragen mit Lösungen (Q23-Q28):

23. Frage

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

Antwort: D

Begründung:

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")

24. Frage

An organization is transitioning to a new customer relationship management (CRM) system with the aim of expanding its customer base and increasing customer retention. The new cloud-based system will be used both internally and by an outsourced call centre. This high-cost, high-priority initiative has many critics who are concerned with lack of resources.

Which stakeholder's support for this initiative is MOST needed to obtain necessary resources and overcome concerns?

- A. Call Centre Manager
- B. Information Security Manager
- C. Service Level Manager
- **D. Director of Sales**

Antwort: D

Begründung:

In ITIL 4 DPI, governance ensures that high-cost, high-priority initiatives align with strategic direction.

For initiatives that affect customer base and retention, executive sponsorship is crucial to secure resources and overcome resistance.

The Director of Sales is the key stakeholder since this system directly impacts sales growth and customer management. While service level, security, and call centre roles are important operationally, only executive-level oversight ensures the initiative is prioritized and funded.

(Reference: ITIL 4 Strategist DPI, section on "Governance at multiple levels - Strategic oversight and sponsorship")

25. Frage

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

Antwort: B

Begründung:

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")

26. Frage

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 restore and recover the cloud storage service each time the service fails
- D. Use the model to assess and authorize changes to improve the cloud storage service

Antwort: A

Begründung:

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")

27. Frage

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 and involve stakeholders in the service**
- D. Identify utility and warranty requirements for the service

Antwort: C

Begründung:

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")

28. Frage

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Um die ITIL ITIL4-DPI Zertifizierungsprüfung zu bestehen, brauchen Sie viel Zeit und Energie. Dabei müssen Sie auch großes

Risiko tragen. Wenn Sie Fast2test wählen, können Sie mit wenigem Geld die ITIL ITIL4-DPI Prüfung einmal bestehen. Ich meine, dass Fast2test heutzutage die beste Wahl für Sie ist, wo die Zeit sehr geschätzt wird. Außerdem ist Fast2test eine der vielen Websites, die Ihnen einen bestmöglichen Garant bietet. Wenn Sie Fast2test wählen, kommt der Erfolg auf Sie zu.

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