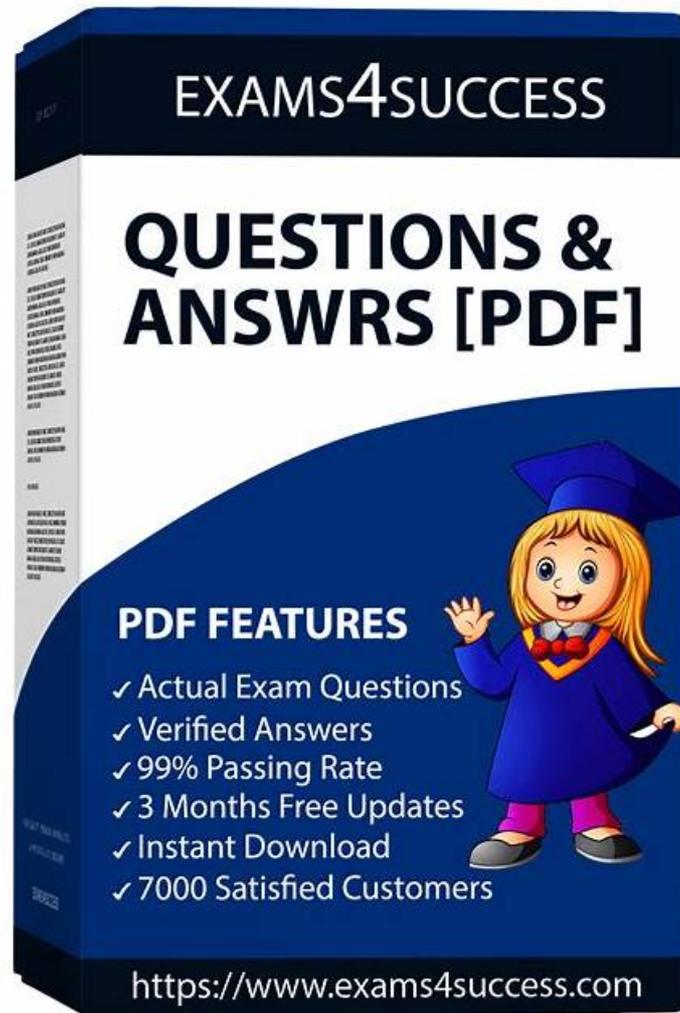


100% Garantie ITIL4-DPI Prüfungserfolg



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Wenn Sie sich an der ITIL ITIL4-DPI Zertifizierungsprüfung beteiligen, wählen Sie doch DeutschPrüfung, was Erfolg bedeutet. Viel Glück!

ITIL ITIL4-DPI Prüfungsplan:

Thema	Einzelheiten
Thema 1	<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.
Thema 2	<ul style="list-style-type: none">• 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 3	<ul style="list-style-type: none">• 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.

Thema 4	<ul style="list-style-type: none"> • 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.
Thema 5	<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.
Thema 6	<ul style="list-style-type: none"> • 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.

>> ITIL4-DPI Testing Engine <<

ITIL4-DPI Torrent Anleitung - ITIL4-DPI Studienführer & ITIL4-DPI wirkliche Prüfung

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI Prüfungsfragen mit Lösungen (Q28-Q33):

28. Frage

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

Antwort: D

Begründung:

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")

29. Frage

When planning a new service, which three factors should be considered when defining the value that the service will create?

- A. Goals, success factors, and key performance indicators
- B. Measures, methods, and metrics
- C. Efficiency, effectiveness, and outcomes
- **D. Cost, risks, and outcomes**

Antwort: D

Begründung:

The DPI guidance highlights that value is defined by outcomes achieved, costs optimized, and risks reduced. When creating a new service, organizations must assess:

* Costs (resources required to deliver the service),

* Risks(potential threats to performance and adoption),

* Outcomes(the results and benefits expected).

This reflects the ITIL service value system's definition of co-creating value between provider and consumer.

(Reference: ITIL 4 Strategist DPI, section on "Value creation and value drivers")

30. Frage

Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- A. Direction
- B. Planning
- C. Vision
- **D. Improvement**

Antwort: D

Begründung:

The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement—using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

31. 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 assess and authorize changes to improve the cloud storage service
- C. Use the model to identify and compare improvements to the 'problem management' practice
- D. Use the model to restore and recover the cloud storage service each time the service fails

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")

32. Frage

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives.

How can the organization ensure that all IT activities are aligned with the organization's objectives?

- **A. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above**
- B. Collect feedback from both organizational and IT leadership from each region
- C. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- D. Put compliance controls in place to ensure that all centres of expertise are following the same practices

Antwort: A

Begründung:

In DPI, alignment is achieved through cascading objectives: breaking down high-level organizational goals into increasingly detailed objectives at each layer of the organization. This ensures that every division, team, and activity is aligned to the overall strategic vision.

Compliance controls (A) only enforce uniformity, not alignment. Risk prioritization (B) is important but narrower in scope. Collecting feedback (D) helps communication but does not ensure systematic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment of organizational layers")

33. Frage

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