

ITIL4-DPI Valid Test Objectives | Valid ITIL4-DPI Test Dumps



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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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.
Topic 4	<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.
Topic 5	<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.
Topic 6	<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.
Topic 7	<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 8	<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.
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Valid ITIL4-DPI Test Dumps, Valid ITIL4-DPI Exam Syllabus

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q14-Q19):

NEW QUESTION # 14

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. 2 and 3
- B. 1 and 2
- **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 # 15

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. Gap analysis**
- B. Customer satisfaction analysis
- C. Process maturity assessment
- D. SLA achievement analysis

Answer: A

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 # 16

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

Answer: C

Explanation:

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")

NEW QUESTION # 17

An internal service provider is creating a business case to justify the purchase of a new service management toolset. The business case includes several options from multiple vendors.

Which is MOST important to include in the business case?

- A. An evaluation of organizational constraints on the use of the toolset
- B. The risks to the toolset vendors of not selecting their product
- C. A description of how the guiding principles will be used to implement the toolset
- D. The techniques used to develop the service provider's strategy

Answer: A

Explanation:

DPI explains that a business case must include an evaluation of constraints (financial, technical, cultural, and organizational) that might affect adoption of the solution. This ensures feasibility and realistic planning.

Option A (strategy techniques) is irrelevant here. Option B is vendor-focused, not organizational. Option D (guiding principles) supports implementation but is not central to justifying the case.

(Reference: ITIL 4 Strategist DPI, section on "Business cases - evaluating options and constraints")

NEW QUESTION # 18

A company is starting a digital transformation effort that will require significant changes in how IT operates.

The CIO hired consultants to assess the IT department, and they identified a number of improvements that would increase customer value.

Which approach would BEST prioritize improvement outcomes?

- A. Prioritize outcomes that move the organization closer to its vision, which will maximize value for all stakeholders
- B. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources
- C. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements
- D. Prioritize outcomes that impact staff the least, which will help staff develop confidence in making improvements

Answer: A

Explanation:

DPI emphasizes that improvements should be prioritized based on strategic alignment with the organizational vision. This ensures that

