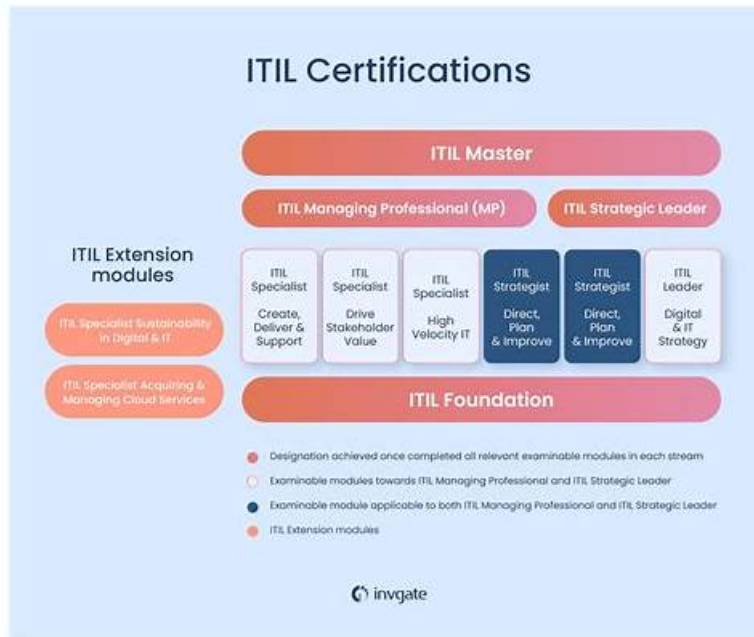


# Efficient Certified ITIL4-DPI Questions - Win Your ITIL Certificate with Top Score



2026 Latest ExamcollectionPass ITIL4-DPI PDF Dumps and ITIL4-DPI Exam Engine Free Share: [https://drive.google.com/open?id=1Bdbm-gjP6X9fEV6yoPwcHkwExIXL8SI\\_](https://drive.google.com/open?id=1Bdbm-gjP6X9fEV6yoPwcHkwExIXL8SI_)

We are never complacent about our achievements, so all content are strictly researched by proficient experts who absolutely in compliance with syllabus of this exam. Accompanied by tremendous and popular compliments around the world, to make you feel more comprehensible about the ITIL4-DPI practice materials, all necessary questions of knowledge concerned with the exam are included into our ITIL4-DPI practice materials. They are conducive to your future as a fairly reasonable investment.

If you want to make progress and mark your name in your circumstances, you should never boggle at difficulties. As far as we know, many customers are depressed by the exam ahead of them, afraid of they may fail it unexpectedly. Our ITIL4-DPI exam torrents can pacify your worries and even help you successfully pass it. The shortage of necessary knowledge of the exam may make you waver, while the abundance of our ITIL4-DPI Study Materials can boost your confidence increasingly.

>> **Certified ITIL4-DPI Questions** <<

## ITIL4-DPI Valid Exam Discount - Vce ITIL4-DPI Torrent

For candidates who are going to buying ITIL4-DPI training materials online, you may pay more attention to the privacy protection. We respect the private information of you. If you choose us, we can ensure you that your personal information such as your name and email address will be protected well. Once the order finishes, your personal information will be concealed. Besides, ITIL4-DPI Exam Materials contain both questions and answers, and it's convenient for you to have a check of answers. We have online and offline chat service for ITIL4-DPI exam materials, if you have any questions, you can have a conversation with them.

## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 2	<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>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Risk Management:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Organization Change Management:</b> This section of the exam measures skills of IT Service Managers and explains the role of organizational change management in IT service management.</li> </ul>

## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q17-Q22):

### NEW QUESTION # 17

What is the difference between a policy and a control?

- A. Policies focus on organizations and people, controls focus on information and technology
- B. A policy is a type of control that states what management expects
- C. A control is a type of policy that directs staff behaviour
- **D. Policies are defined by governance, controls are defined by management**

**Answer: D**

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 # 18

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

**Answer: A**

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 # 19

A CIO has made value stream mapping a key part of an IT improvement effort. A value stream map for existing services is being developed.

Which approach would produce the BEST results?

- A. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements
- **B. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement**
- C. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- D. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream

**Answer: B**

Explanation:

According to DPI, value stream mapping is collaborative. Stakeholders must work together to identify inefficiencies, optimize flow, and agree on metrics to measure improvement. Option A removes staff engagement, leading to resistance. Option B limits collaboration to documentation, not co-design. Option C addresses change attitudes, not mapping effectiveness. Collaboration + waste elimination + measurement (Option D) reflects Lean/Agile influence in DPI.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - collaborative optimization")

#### **NEW QUESTION # 20**

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

**Answer: D**

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 # 21**

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

**Answer: D**

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 # 22**

.....

