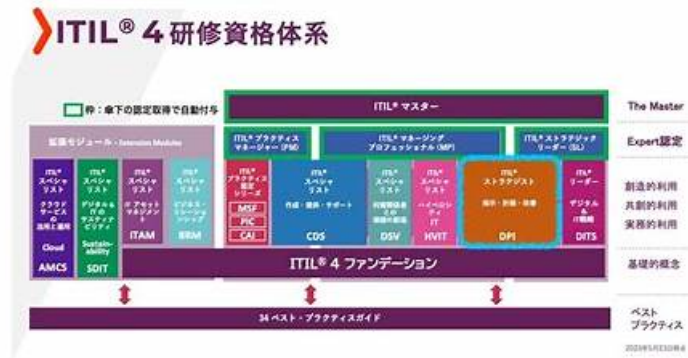


ITIL4-DPI認定資格試験問題集、ITIL4-DPI日本語参考



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ITIL4-DPI日本語参考、ITIL4-DPI関連日本語版問題集

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) 認定 ITIL4-DPI 試験問題 (Q18-Q23):

質問 # 18

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

正解: B

解説:

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")

質問 # 19

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 assess and authorize changes to improve the cloud storage service
- **B. Use the model to identify and prioritize improvements to 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

正解: B

解説:

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")

質問 # 20

A project team recently delivered a new service on time and to specification. However, the team encountered a number of issues during the project that resulted in an increase in the resources utilized. The project is about to close and the project team will immediately move on to the next project.

Which is the BEST way to avoid similar issues in the future?

- A. Develop a stakeholder communication plan before starting the next project
- **B. Create a lessons learned report when closing the project**
- C. Conduct a customer satisfaction analysis at the end of the project
- D. Complete a SWOT analysis before starting the next project

正解: B

解説:

In DPI, the continual improvement model stresses the importance of capturing lessons learned to ensure that successes and failures inform future work. By creating a lessons learned report during project closure, the organization systematically records challenges, inefficiencies, and solutions. This enables organizational learning and prevents repeating mistakes. SWOT (B) and communication planning (D) are useful tools, but they do not directly address past project issues. Customer satisfaction analysis (C) focuses on user experience, not internal resource challenges.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement feedback and learning loops")

質問 # 21

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. Information Security Manager
- **B. Director of Sales**

- C. Service Level Manager
- D. Call Centre Manager

正解: B

解説:

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")

質問 # 22

A company has a new, global line of business that has changed how the IT department supports the systems.

Recognizing the need for two-way communication for the required changes, IT managers need better ways of obtaining feedback.

Which describes the BEST approach for establishing effective feedback channels?

- A. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- B. Publish a printed weekly newsletter that clearly and consistently communicates change
- C. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns
- D. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff

正解: A

解説:

DPI emphasizes using existing, familiar, and effective communication channels to encourage staff feedback and engagement. By

leveraging collaboration tools that teams already use (Option A), managers minimize resistance and maximize participation. Option B is localized and limited in scale. Option C delays feedback until a project is implemented. Option D is one-way communication, not interactive.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and feedback channels")

質問 # 23

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