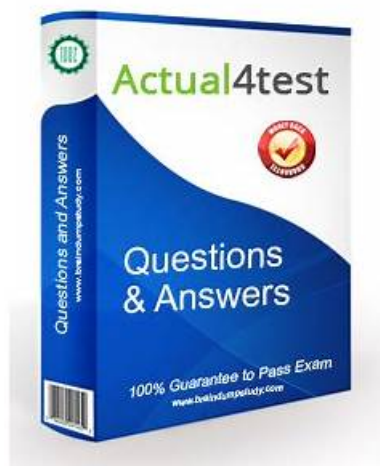


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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 4	<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>
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### ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q15-Q20):

#### NEW QUESTION # 15

An internet service provider has recently acquired a smaller competitor and has performed an analysis of internal and external factors affecting both companies. The competitor was acquired because of their popularity in the market due to excellent service levels. The management are about to integrate the staff and practices of the two organizations and would like to ensure that this is successful. Which assessment method is BEST for them to adopt?

- A. SLA achievement
- **B. Strengths, weaknesses, opportunities, threats (SWOT)**
- C. Change readiness
- D. Customer/user satisfaction

**Answer: B**

Explanation:

DPI highlights SWOT analysis as a key assessment tool for mergers, acquisitions, or major integrations.

SWOT helps organizations understand internal capabilities (strengths/weaknesses) and external market factors (opportunities/threats). This is critical when combining practices and cultures to ensure strengths are leveraged and weaknesses are mitigated. Customer satisfaction (B) and SLA analysis (D) are narrow operational measures. Change readiness (C) is useful but does not fully assess strategic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - SWOT analysis in organizational change")

#### NEW QUESTION # 16

A small service provider is experiencing growth and success. Currently, all important decisions are made by a small executive group. This creates delays because some members of the group are often unavailable.

Which is the BEST approach for establishing an authority structure for decision-making within the service provider organization?

- A. Refer decisions to line managers, who will escalate cases to the executive group when appropriate
- **B. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions**
- C. Ensure that technical decisions are made by the operational staff who can define the risks
- D. Allow people to make decisions about their work, and use training and automation to mitigate the risks

**Answer: B**

Explanation:

DPI emphasizes governance by defining clear decision-making authority. High-risk or strategic decisions should remain with executives, but less critical decisions must be delegated through policies to appropriate levels of management. This prevents bottlenecks and ensures accountability while balancing governance oversight. Options A and B may reduce delays but lack structured governance, while D risks insufficient control.

(Reference: ITIL 4 Strategist DPI, section on "Delegation of decision-making and governance structures")

### NEW QUESTION # 17

Which BEST describes the relationship between planning and risk?

- A. Planning should always consider risks and how to mitigate them
- B. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- C. Risk management is the exclusive domain of dedicated risk managers
- D. Planning is a high-level function, risk management is a tactical activity

**Answer: A**

Explanation:

In DPI, planning and risk management are inseparable. Every plan should consider uncertainties and include mitigation strategies. Option B captures this integration directly. Option A is misleading; both planning and risk management happen at all levels. Option C partially reflects the relationship but is incomplete. Option D contradicts DPI guidance: risk management is an organizational responsibility, not just for specialists.

(Reference: ITIL 4 Strategist DPI, section on "Integration of planning and risk management")

### NEW QUESTION # 18

An organization is making a major improvement to how they create and deliver IT services. They need to collect feedback about what issues staff have with the improvement.

Which is an appropriate method for this?

- A. Provide managers with the tools they need to manage people through the change
- B. Ask managers to provide information about staff attitudes to the change
- C. Provide responses to frequently asked questions (FAQ) on a website
- D. Send frequent email updates explaining the importance of the change

**Answer: A**

Explanation:

In DPI, effective OCM requires equipping managers with tools and methods to gather feedback and support their teams. This enables direct two-way communication and trust-building. Options A, B, and C are one-way communication or indirect channels, which limit genuine feedback. DPI emphasizes that line managers are closest to employees and play a key role in gauging attitudes, resistance, and suggestions.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - feedback and manager involvement")

### NEW QUESTION # 19

Which statement describes the influence of services on service consumers' outcomes, costs, and risks?

- A. Services remove risks from service consumers without introducing new ones
- B. Services can negatively affect some outcomes while supporting others
- C. A service should introduce fewer costs than it removes
- D. The key benefit of services is to reduce costs and risks

**Answer: B**

Explanation:

DPI explains that services influence consumer outcomes, costs, and risks in complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services can support some outcomes and negatively affect others. They never remove all risks (contradicts B), cost reduction is not the sole benefit (contradicts C), and D oversimplifies the cost-value relationship.

(Reference: ITIL 4 Strategist DPI, section on "Understanding value, outcomes, costs, and risks")

### NEW QUESTION # 20

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Successful people are never satisfying their current achievements. So they never stop challenging themselves. If you refuse to be an

