

ITIL4-DPI考古題推薦 - ITIL4-DPI更新



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ITIL ITIL4-DPI 認證作為全球IT領域專家 ITIL 熱門認證之一，是許多大中IT企業選擇人才標準的必備條件。ITIL ITIL4-DPI 考題由全球領先的IT認證考試中心授權，幫助考生一次性順利取得通過 ITIL4-DPI 考試；否則將全額退費，這一舉動保證考生權利不受任何的損失。考生考試前需要在全球的Prometric考試中心進行報名並預約考試時間。

ITIL ITIL4-DPI 考試大綱：

主題	簡介
主題 1	<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.
主題 2	<ul style="list-style-type: none">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.
主題 3	<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.
主題 4	<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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ITIL4-DPI更新，最新ITIL4-DPI考證

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最新的 ITIL 4 Strategist ITIL4-DPI 免費考試真題 (Q37-Q42):

問題 #37

Which BEST describes a value stream?

- A. Steps that add value to a unit of work being processed in the service value chain
- B. A structured approach to organizational change, so that staff members feel valued
- C. The way an organization applies specific resources to tasks
- D. A flexible and simple guide that supports improvement initiatives

答案：A

解題說明：

DPI defines a value stream as "a series of steps an organization undertakes to create and deliver products and services to consumers." It describes how value is created and flows through the service value chain. Option A directly reflects this definition. Options B, C, and D refer to resources, guidance, or change management, not the definition of value streams.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - definition and purpose")

問題 #38

A manager is planning which interfaces will be needed across the value stream when a new service is created. Which of these steps should be carried out FIRST?

- A. Identify and involve stakeholders in the service
- B. Identify utility and warranty requirements for the service
- C. Identify tools that will be used to develop and deploy the service
- D. Identify practices that will be used to create and manage the service

答案：A

解題說明：

According to DPI, the first step in value stream planning is to involve stakeholders. Stakeholders help identify requirements, expectations, and dependencies, ensuring the value stream design supports utility (fit for purpose) and warranty (fit for use). Tools and practices (A and B) come later, once needs are clarified. Utility and warranty requirements (C) are critical, but they must be established with stakeholder input, not in isolation.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - stakeholder involvement in design")

問題 #39

A service provider has developed a strategy to increase its revenue by launching a new cloud storage service. This strategy is being cascaded down to the technical teams. Which is a relevant objective that will support the strategy?

- A. Increase profit by launching new wi-fi services into new geographic markets
- B. Achieve a 10% increase in service requests fulfilled in the target time
- C. Design and implement new infrastructure by the end of quarter 2
- D. Average number of storage access failures per month

答案：C

解題說明：

ITIL DPI emphasizes that objectives must cascade logically from strategy into actionable plans. Since the strategic goal is to launch a new cloud storage service, the technical objective must directly support that initiative. "Design and implement new infrastructure by the end of quarter 2" is aligned, measurable, and time-bound. The other options either do not directly relate to the cloud service (B, C) or are ongoing operational metrics (A), not strategic enablers.
(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment with strategy")

問題 #40

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. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions

- B. Refer decisions to line managers, who will escalate cases to the executive group when appropriate
- C. Allow people to make decisions about their work, and use training and automation to mitigate the risks
- D. Ensure that technical decisions are made by the operational staff who can define the risks

答案：A

解題說明：

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")

問題 #41

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

答案：D

解題說明：

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")

問題 #42

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