

ITIL4-DPI Exam Lab Questions, ITIL4-DPI Test Practice



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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 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.
Topic 4	<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.

>> ITIL4-DPI Exam Lab Questions <<

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Holding a ITIL4-DPI certification in a certain field definitely shows that one have a good command of the ITIL4-DPI knowledge and professional skills in the related field. However, it is universally accepted that the majority of the candidates for the ITIL 4 Strategist: Direct, Plan and Improve (DPI) exam are those who do not have enough spare time and are not able to study in the most efficient way. Our ITIL4-DPI Study Materials solve this problem perfectly for you with high-efficiency and you will know if you can just have a try!

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

NEW QUESTION # 15

Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

- A. Operational
- B. Strategic

- C. Project
- D. Tactical

Answer: B

Explanation:

According to ITIL DPI, planning occurs at strategic, tactical, and operational levels. A strategic plan defines long-term direction, including multi-year infrastructure expansion that aligns with business goals. Tactical plans break this down into departmental objectives, while operational plans manage day-to-day execution.

Project plans are temporary and specific but not long-term vision documents.

(Reference: ITIL 4 Strategist DPI, section on "Planning levels - strategic, tactical, operational")

NEW QUESTION # 16

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives.

How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Collect feedback from both organizational and IT leadership from each region
- B. Put compliance controls in place to ensure that all centres of expertise are following the same practices
- C. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- **D. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above**

Answer: D

Explanation:

In DPI, alignment is achieved through cascading objectives: breaking down high-level organizational goals into increasingly detailed objectives at each layer of the organization. This ensures that every division, team, and activity is aligned to the overall strategic vision. Compliance controls (A) only enforce uniformity, not alignment. Risk prioritization (B) is important but narrower in scope. Collecting feedback (D) helps communication but does not ensure systematic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment of organizational layers")

NEW QUESTION # 17

In an organization, IT teams are working on documented, structured, and systematic processes for all customer-facing work.

Which concept is this an example of?

- **A. A method**
- B. A control
- C. A risk
- D. A balanced scorecard

Answer: A

Explanation:

In DPI, a method is defined as a structured and systematic approach to performing work, ensuring consistency and repeatability.

Documented processes for customer-facing work represent methods applied to service management. A control is something put in place to manage risk, a balanced scorecard is a performance measurement tool, and a risk is a potential event. Hence, "method" is the correct categorization.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and methods")

NEW QUESTION # 18

Which is a result of an organization following the local laws of a country where it operates?

- A. Increased risk
- B. Improved governance
- C. Increased value
- **D. Improved compliance**

Answer: D

Explanation:

DPI highlights that compliance refers to meeting legal, regulatory, and policy requirements. By following local laws, the organization ensures improved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.

(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")

NEW QUESTION # 19

A service provider is improving its 'service desk' practice and has established the success factor: "improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. Accelerate service request fulfilment by the end of quarter 2
- B. Increase average time to answer phones by 5%
- C. 10% increase in calls resolved without escalation by end of the year
- D. Reduce time to resolve the underlying cause of incidents

Answer: C

Explanation:

DPI stresses that KPIs should directly measure progress toward the defined success factor. Here, the success factor is improved user satisfaction with the service desk. Increasing the number of calls resolved without escalation (Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.

(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 20

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