

ITIL4-DPI Cert Guide & Visual ITIL4-DPI Cert Test



BTW, DOWNLOAD part of LatestCram ITIL4-DPI dumps from Cloud Storage: https://drive.google.com/open?id=1n2M1r2U3vm-ftbtKsqHeSvAat3_TUo4l

Because the effect is outstanding, the ITIL4-DPI study materials are good-sale, every day there are a large number of users to browse our website to provide the ITIL4-DPI study guide materials, through the screening they buy material meets the needs of their research. Every user cherishes the precious time, seize this rare opportunity, they redouble their efforts to learn our ITIL4-DPI Exam Questions, when others are struggling, why do you have any reason to relax? So, quicken your pace, follow the ITIL4-DPI test materials, begin to act, and keep moving forward for your dreams!

ITIL4-DPI learning materials can help them turn to very clear ones. We have been abiding the intention of providing the most convenient services for you all the time on ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI Study Guide, which is also the objection of us. ITIL ITIL4-DPI practice materials are successful measures and methods to adopt.

>> **ITIL4-DPI Cert Guide** <<

LatestCram ITIL ITIL4-DPI Questions PDF

If you are worried about your exam, and want to pass the exam just one time, we can do that for you. ITIL4-DPI exam materials are compiled by experienced experts, and they are quite familiar with the exam center, and therefore the quality can be guaranteed. In addition, you can receive the downloading link and password within ten minutes, so that you can begin your learning immediately. We provide you with free update for one year and the update version for ITIL4-DPI Exam Torrent will be sent to your email automatically.

ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.

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

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q40-Q45):

NEW QUESTION # 40

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

Answer: C

Explanation:

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")

NEW QUESTION # 41

A company is starting a digital transformation effort that will require significant changes in how IT operates.

The CIO hired consultants to assess the IT department, and they identified a number of improvements that would increase customer value.

Which approach would BEST prioritize improvement outcomes?

- **A. Prioritize outcomes that move the organization closer to its vision, which will maximize value for all stakeholders**
- B. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements
- C. Prioritize outcomes that impact staff the least, which will help staff develop confidence in making improvements
- D. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources

Answer: A

Explanation:

DPI emphasizes that improvements should be prioritized based on strategic alignment with the organizational vision. This ensures that the most valuable outcomes are delivered first, maximizing stakeholder benefit. While "quick wins" (A), minimizing staff disruption (B), and waste reduction (D) are important considerations, they are secondary to moving closer to the strategic vision.

(Reference: ITIL 4 Strategist DPI, section on "Prioritizing improvements - alignment with vision and strategy")

NEW QUESTION # 42

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

Answer: A

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 # 43

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

Answer: A

Explanation:

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")

NEW QUESTION # 44

An organization has determined that a significant percentage of incidents have delayed resolutions because they are escalated to the wrong team, and need to be reassigned before they can be resolved. They plan to improve the flow of work by improving the accuracy of incident escalation.

What is this an example of?

- A. Elimination of waste
- B. Collecting feedback
- C. Organizational change management
- D. Addressing the four dimensions

Answer: A

Explanation:

ITIL DPI applies Lean principles such as the elimination of waste. Repeated reassignments and delays in incident handling represent a form of waste in workflow. Improving accuracy of escalation removes unnecessary handoffs and accelerates resolution, optimizing flow. This aligns with Lean-inspired waste elimination. OCM (D) is about managing people through change, not fixing workflow inefficiencies.

(Reference: ITIL 4 Strategist DPI, section on "Lean principles - eliminate waste and optimize flow")

NEW QUESTION # 45

.....

The 24/7 support team is just an e-mail away for our customers so that they can contact us anytime. Our team will solve all of their issues as quickly as possible. Free demos and up to 1 year of free updates of our Sitecore Exams are also available at LatestCram

