

ITIL4-DPI学習関連題、ITIL4-DPI日本語受験教科書



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>>> ITIL4-DPI学習関連題 <<<

ITIL ITIL4-DPI日本語受験教科書 & ITIL4-DPI資格トレーニング

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) 認定 ITIL4-DPI 試験問題 (Q14-Q19):

質問 # 14

A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.

What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Use the same method of communication as agreed with all project stakeholders
- B. Inform the support team that they will receive regular email updates
- C. Agree a method for involving the support team in financial decisions
- D. Initiate a discussion with the support group to understand their preferred method of communication

正解: D

解説:

DPI's OCM guidance emphasizes engaging stakeholders early and ensuring communication methods are tailored to their needs. By

first discussing preferred communication methods with the remote support team (B), the organization ensures their active involvement and reduces the risk of disengagement. Option A is one-way communication. Option C is irrelevant (they don't make financial decisions). Option D assumes one-size-fits-all, which contradicts DPI's principle of stakeholder-specific communication. (Reference: ITIL 4 Strategist DPI, section on "OCM - stakeholder engagement and communication planning")

質問 # 15

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 impact staff the least, which will help staff develop confidence in making improvements
- C. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources
- D. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements

正解: A

解説:

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")

質問 # 16

When planning a new service, which three factors should be considered when defining the value that the service will create?

- A. Measures, methods, and metrics
- B. Goals, success factors, and key performance indicators
- C. Efficiency, effectiveness, and outcomes
- D. Cost, risks, and outcomes

正解: D

解説:

The DPI guidance highlights that value is defined by outcomes achieved, costs optimized, and risks reduced. When creating a new service, organizations must assess:

* Costs (resources required to deliver the service),

* Risks (potential threats to performance and adoption),

* Outcomes (the results and benefits expected).

This reflects the ITIL service value system's definition of co-creating value between provider and consumer.

(Reference: ITIL 4 Strategist DPI, section on "Value creation and value drivers")

質問 # 17

An IT department is functioning as a service provider for the company it is a part of.

Which statement about this provider's governance is CORRECT?

- A. An internal service provider is not subject to governance because they are part of the same company
- B. An internal service provider's governance is limited to external factors such as regulations and legislation
- C. An internal service provider must use the service value system instead of governance
- D. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body

正解: D

解説:

DPI clarifies that governance always comes from the organization's governing body. Internal service providers do not operate independently; they must follow the governance structures of the parent organization. They may only self-govern if explicitly delegated

authority. Option A is incorrect (governance covers internal and external). Option B is false-governance always applies. Option D is misleading; the SVS supports governance, not replaces it.
(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

質問 # 18

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents. Which is the BEST approach for this new policy?

- A. Ensure that any identified exceptions are excluded from the policy to improve clarity
- B. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- C. Implement the policy for service desk staff before informing other affected support teams
- **D. Ensure that all teams involved in incident resolution collaborate in the development of the policy**

正解: D

解説:

DPI emphasizes that policies must be co-created and supported across all stakeholders to be effective. By ensuring all teams involved in incident resolution collaborate in developing the policy, the organization promotes buy-in, shared ownership, and alignment. Excluding exceptions (A) may cause operational issues, C undermines collaboration, and D risks overcomplication. Collaborative design is a principle of both OCM and DPI governance.

(Reference: ITIL 4 Strategist DPI, section on "Policy creation - stakeholder involvement and collaboration")

質問 # 19

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