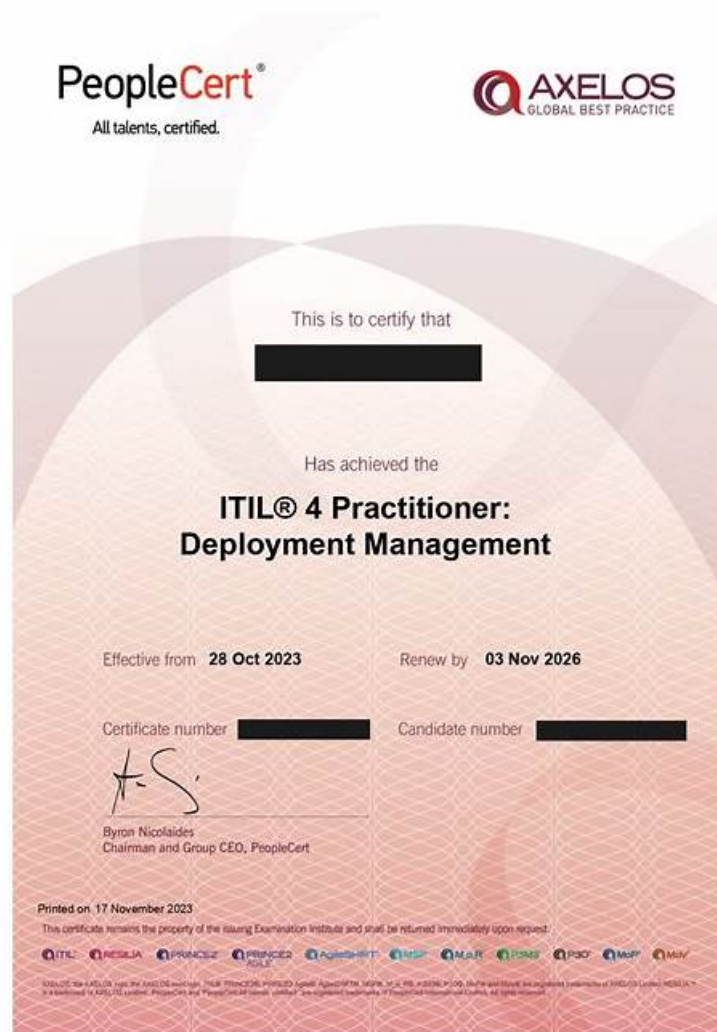


# ITIL4-DPI Reliable Exam Review & Braindumps ITIL4-DPI Pdf



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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Risk Management: This section of the exam measures skills of IT Service Managers and provides an understanding of risk management in IT services. It focuses on helping organizations anticipate, minimize, and respond effectively to potential disruptions or losses.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Organization Change Management: This section of the exam measures skills of IT Service Managers and explains the role of organizational change management in IT service management.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<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 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## >> ITIL4-DPI Reliable Exam Review <<

### 100% Pass Trustable ITIL - ITIL4-DPI - ITIL 4 Strategist: Direct, Plan and Improve (DPI) Reliable Exam Review

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### ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q13-Q18):

#### NEW QUESTION # 13

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

- A. Project
- B. Tactical
- C. Operational
- D. Strategic

**Answer: D**

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 # 14

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

- A. Increased value
- B. Improved governance
- C. Increased risk
- 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 # 15

A project team recently delivered a new service on time and to specification. However, the team encountered a number of issues during the project that resulted in an increase in the resources utilized. The project is about to close and the project team will immediately move on to the next project.

Which is the BEST way to avoid similar issues in the future?

- A. Develop a stakeholder communication plan before starting the next project
- **B. Create a lessons learned report when closing the project**
- C. Complete a SWOT analysis before starting the next project
- D. Conduct a customer satisfaction analysis at the end of the project

**Answer: B**

Explanation:

In DPI, the continual improvement model stresses the importance of capturing lessons learned to ensure that successes and failures inform future work. By creating a lessons learned report during project closure, the organization systematically records challenges, inefficiencies, and solutions. This enables organizational learning and prevents repeating mistakes. SWOT (B) and communication planning (D) are useful tools, but they do not directly address past project issues. Customer satisfaction analysis (C) focuses on user experience, not internal resource challenges.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement feedback and learning loops")

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

**Answer: A**

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

As a result of feedback from customers received at regular service reviews, an organization with a large number of users is migrating an important IT service to a cloud service provider. The service functionality and the user interface will not change, but the availability and performance should improve.

Which communication plan is MOST appropriate?

- A. Explain the benefits to customers in an email; hold discussions with users to explain the changes
- B. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- **C. Discuss the impact of the changes on the customers at the next service review; send users an email detailing change dates and the expected benefits**
- D. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues

**Answer: C**

Explanation:

In DPI, effective communication is critical in organizational change management. For large user bases, the communication plan must:

\* Engage customers directly in reviews (two-way communication),

\* Provide clear, proactive messaging to users (email with dates and benefits).

This ensures visibility and minimizes confusion. Options A and D lack adequate two-way engagement, and C provides fragmented communication. Option B reflects DPI's emphasis on timely, consistent, and role-appropriate communication.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")

## NEW QUESTION # 18

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