Exam ITIL4-DPI Papers - 100% Authoritative Questions Pool
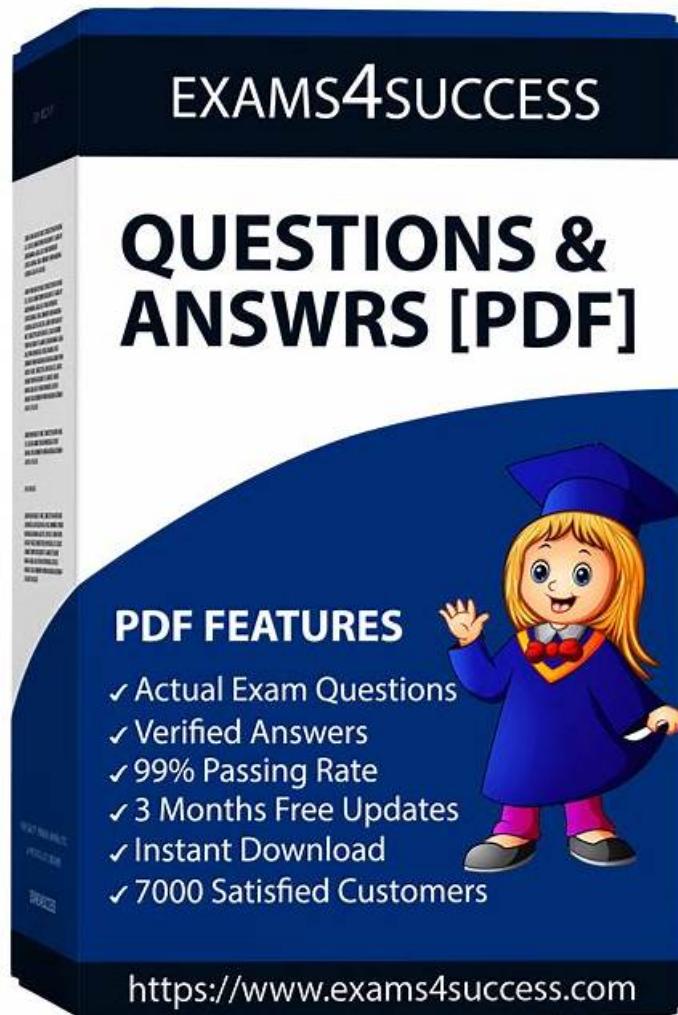
The ITIL ITIL4-DPI desktop-based practice exam software is beneficial for you to evaluate and enhance your knowledge before taking the ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Questions. All of the features of our online ITIL4-DPI Practice Test software are included in our desktop windows-based ITIL ITIL4-DPI practice exam software.

ITIL4-DPI practice exam takers can even access the results of previous attempts which helps them in knowing and overcoming their mistakes before appearing in the ITIL4-DPI final test. There are thousands of students that bought PremiumVCEDump's ITIL4-DPI Practice Exam and got success on their initial tries. We guarantee that if you take our provided ITIL ITIL4-DPI exam dumps you will crack the ITIL4-DPI Exam in a single try.

>> Exam ITIL4-DPI Papers <<

Latest ITIL4-DPI Test Materials, ITIL4-DPI Reliable Dumps

Getting the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) certification is the way to go if you're planning to get into ITIL or want to start earning money quickly. Success in the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam of this credential plays an essential role in the validation of your skills so that you can crack an interview or get a promotion in an ITIL

company. Many people are attempting the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) test nowadays because its importance is growing rapidly.

ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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.
Topic 3	• 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 4	• 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.
Topic 5	• 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 6	• 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.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q35-Q40):

NEW QUESTION # 35
An organization uses an external service provider to develop and support a critical application. They have asked the supplier to make improvements as users have been complaining that the application is difficult to use.
What would be a suitable SMART KPI for measuring this improvement?

* A. Usability of the application evaluated by the application manager improves from "poor" to "good" over the next six months
* B. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months
* C. Customer satisfaction with the application measured by using net promoter score increases by 5% each year
* D. A significant number of user interface improvements implemented over the next six months

Answer: B

Explanation:
In DPI, KPIs must be SMART (Specific, Measurable, Achievable, Relevant, Time-bound). Option B is the only one that fully meets SMART criteria:
* Specific (user satisfaction with the application),
* Measurable (30% increase),
* Achievable (reasonable improvement target),
* Relevant (directly tied to usability),
* Time-bound (six months).
Options A and D lack measurable objectivity, while C is too broad and long-term.
(Reference: ITIL 4 Strategist DPI, section on "Measurement and reporting - setting SMART objectives and KPIs")

NEW QUESTION # 36

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 # 37
A service provider is implementing a new self-service portal for users to request access to IT services. The portal will be made available to 5000 users across 50 sites.
Which is the BEST guidance for producing guidelines for users of the self-service portal?

- A. Circulate detailed guidelines to users for using the self-service portal to request access to IT services
- B. Produce simple guidelines for users of the self-service portal for access requests, making it clear who to contact for exceptions
- C. Provide guidelines for using the self-service portal for access requests to the service desk staff so that they can help users
- D. Provide guidelines outlining the difference from previous methods of requesting access to IT services

Answer: B

Explanation:
DPI and the guiding principle "Keep it simple and practical" stress that guidance should be clear, concise, and user-friendly. With 5000 users, simple guidelines prevent confusion and reduce support overhead.
Explicit instructions on who to contact for exceptions ensures smooth adoption. Options A and D risk overwhelming users with detail, while B shifts responsibility to the service desk instead of empowering users.
(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - communication and adoption support")

NEW QUESTION # 38
Which BEST describes a value stream?

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

Answer: D

Explanation:
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")

NEW QUESTION # 39
Which is a result of an organization following the local laws of a country where it operates?

- A. Improved compliance
- B. Increased value
- C. Increased risk

- D. Improved governance

Answer: A

Explanation:
DPI highlights thatcompliancerefers to meetinglegal, regulatory, and policy requirements. By following local laws, the organization ensuresimproved 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 # 40
......

Due to busy routines, applicants of the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam need real ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam questions. When they don't study with updated ITIL ITIL4-DPI practice test questions, they fail and lose money. If you want to save your resources, choose updated and actual ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam questions of PremiumVCEDump.