

ITIL ITIL4-DPI PDF Questions [2026] To Gain Brilliant Result

ITIL 4 Exam questions with correct answers

Service Management - correct answers A set of specialized organizational capabilities for enabling value for customers in the form of services

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Output - correct answers Tangible or intangible deliverable of an activity

Outcome - correct answers Result for a stakeholder produced by one or more outputs.

Cost - correct answers Amount of money spent on a specific activity or resource

Risk - correct answers Possible event that could cause harm or loss, or make it more difficult to achieve objectives

Organization - correct answers A person or a group of people that has its own functions & responsibilities, authorities & relationships to achieve its objectives

Value - correct answers Perceived benefits, usefulness, importance of something

Service offering - correct answers A description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions.

Service relationships - correct answers A co-operation between a service provider and service consumer. Service relationships include service provision, service consumption and service relationship management

Service relationship management - correct answers Joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.

Service Provision - correct answers Activities performed by an organization to provide services. Includes management of resources, configured to deliver the service, access to these resources for users, fulfilment of the agreed service actions, service performance management and continual improvement. It may also include the supply of goods.

Service consumption - correct answers Activities performed by an organization to consume services. Includes the management of the consumer's resources needed to

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

NEW QUESTION # 15

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

Answer: A

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 # 16

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it.

Which organizational change management requirement does this MOST contribute to?

- A. Clear and relevant objectives
- B. Sustained improvement
- C. Willing and prepared participants
- D. Strong and committed leadership

Answer: C

Explanation:

DPI emphasizes that OCM must create willing and prepared participants by providing clarity on the change's purpose and encouraging open discussion. This builds trust, reduces resistance, and increases engagement. Objectives (A) and leadership (B) are important but are managerial aspects, not participant readiness. Sustained improvement (D) occurs later. The direct outcome of early communication and dialogue is prepared participants.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - preparing participants")

NEW QUESTION # 17

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. Complete a SWOT analysis before starting the next project
- B. Create a lessons learned report when closing the project

- C. Conduct a customer satisfaction analysis at the end of the project
- D. Develop a stakeholder communication plan before starting the next 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 # 18

An internet service provider has recently acquired a smaller competitor and has performed an analysis of internal and external factors affecting both companies. The competitor was acquired because of their popularity in the market due to excellent service levels. The management are about to integrate the staff and practices of the two organizations and would like to ensure that this is successful. Which assessment method is BEST for them to adopt?

- A. Strengths, weaknesses, opportunities, threats (SWOT)
- B. Change readiness
- C. Customer/user satisfaction
- D. SLA achievement

Answer: A

Explanation:

DPI highlights SWOT analysis as a key assessment tool for mergers, acquisitions, or major integrations.

SWOT helps organizations understand internal capabilities (strengths/weaknesses) and external market factors (opportunities/threats).

This is critical when combining practices and cultures to ensure strengths are leveraged and weaknesses are mitigated. Customer satisfaction (B) and SLA analysis (D) are narrow operational measures. Change readiness (C) is useful but does not fully assess strategic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - SWOT analysis in organizational change")

NEW QUESTION # 19

An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization. Which is the BEST description of the team's role in this situation?

- A. The team should focus on the improvement of the 'continual improvement' practice
- B. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements
- C. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model
- D. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements

Answer: B

Explanation:

According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

NEW QUESTION # 20

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