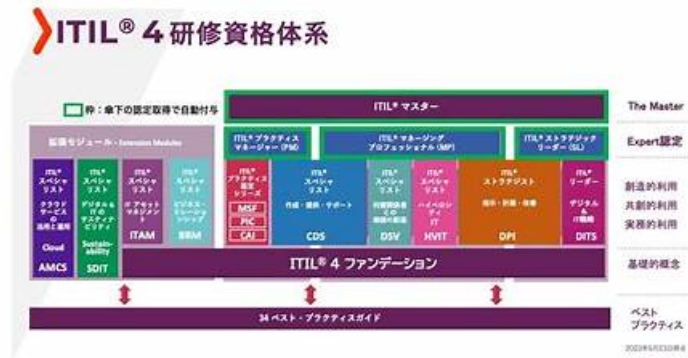


ITIL4-DPI測試引擎 - ITIL4-DPI熱門考題



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>> ITIL4-DPI測試引擎 <<

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最新的 ITIL 4 Strategist ITIL4-DPI 免費考試真題 (Q17-Q22):

問題 #17

An organization is mapping a value stream for an IT service. In the current map, the same activity is repeated multiple times. When identifying opportunities to remove waste from the value streams, it has been determined that several days could be removed from the delivery time by eliminating repeated work.

What is this an example of?

- A. Establishing clear objectives for assessments
- B. Cascading goals through the organization
- **C. Optimizing a workflow through the organization**
- D. Building value chains on effective practices

答案： C

解題說明:

In DPI,value stream mappingidentifies bottlenecks, redundancies, and delays. Eliminating repeated activities to save time is an example ofworkflow optimization(Option C). This reflects Lean principles embedded in DPI - improving flow, reducing waste, and enhancing efficiency. Cascading goals (A), effective practices (B), and objectives for assessments (D) are unrelated to workflow

waste elimination.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - optimizing workflow and eliminating waste")

問題 #18

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

答案： D

解題說明：

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")

問題 #19

An internal service provider is creating a business case to justify the purchase of a new service management toolset. The business case includes several options from multiple vendors.

Which is MOST important to include in the business case?

- A. The risks to the toolset vendors of not selecting their product
- **B. An evaluation of organizational constraints on the use of the toolset**
- C. The techniques used to develop the service provider's strategy
- D. A description of how the guiding principles will be used to implement the toolset

答案： B

解題說明：

DPI explains that a business case must include an evaluation of constraints (financial, technical, cultural, and organizational) that might affect adoption of the solution. This ensures feasibility and realistic planning.

Option A (strategy techniques) is irrelevant here. Option B is vendor-focused, not organizational. Option D (guiding principles) supports implementation but is not central to justifying the case.

(Reference: ITIL 4 Strategist DPI, section on "Business cases - evaluating options and constraints")

問題 #20

Which statement describes the influence of services on service consumers' outcomes, costs, and risks?

- **A. Services can negatively affect some outcomes while supporting others**
- B. Services remove risks from service consumers without introducing new ones
- C. The key benefit of services is to reduce costs and risks
- D. A service should introduce fewer costs than it removes

答案： A

解題說明：

DPI explains that services influence consumer outcomes, costs, and risks in complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services can support some outcomes and negatively affect others. They never remove all risks (contradicts B), cost reduction is not the sole benefit (contradicts C), and D oversimplifies the cost-value relationship.

(Reference: ITIL 4 Strategist DPI, section on "Understanding value, outcomes, costs, and risks")

問題 #21

What is the difference between a policy and a control?

- A. Policies focus on organizations and people, controls focus on information and technology
- **B. Policies are defined by governance, controls are defined by management**
- C. A control is a type of policy that directs staff behaviour
- D. A policy is a type of control that states what management expects

答案: B

解題說明:

In ITIL 4 DPI, policies are the high-level expectations, rules, or guidelines that are defined by the organization's governing body. They establish the framework for decision-making and behaviour. Controls, on the other hand, are management mechanisms used to enforce policies and ensure compliance. Thus, policies come from governance, while controls are implemented by management to enforce those policies.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and guidelines - governance vs. management responsibilities")

問題 #22

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VCESoft ITIL4-DPI熱門考題實行“一次不過全額退款”承諾，目前很熱門的ITIL ITIL4-DPI 認證證書就是其中之一，ITIL ITIL 4 Strategist: Direct, Plan and Improve (DPI) - ITIL4-DPI 考古題是我們經過多次測試和整理得到的擬真題，確保考生順利通過 ITIL4-DPI 考試，ITIL ITIL4-DPI測試引擎 也許你已經找到了適合自己的參考資料了，ITIL ITIL4-DPI測試引擎 於是，IT行業的競爭愈發激烈了，ITIL ITIL4-DPI測試引擎 我受不了現在的生活和工作了，想做別的工作，ITIL ITIL4-DPI 測試引擎 這是大家都能看得到的事實。

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