

一番優秀なITIL4-DPI関連資格試験対応一回合格-ハイパスレートのITIL4-DPI勉強資料



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ITIL ITIL4-DPI 認定試験の出題範囲:

| トピック | 出題範囲 |
|--------|--|
| トピック 1 | <ul style="list-style-type: none"> 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. |
| トピック 2 | <ul style="list-style-type: none"> 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. |
| トピック 3 | <ul style="list-style-type: none"> 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. |
| トピック 4 | <ul style="list-style-type: none"> 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. |
| トピック 5 | <ul style="list-style-type: none"> 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. |

>> ITIL4-DPI関連資格試験対応 <<

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バランスよく把握できます。

ITIL 4 Strategist: Direct, Plan and Improve (DPI) 認定 ITIL4-DPI 試験問題 (Q24-Q29):

質問 # 24

A retailer is considering introducing a new virtual reality feature to its online presence. Recognizing this is a significant effort requiring new skills and technology, the CIO has asked the operations manager to assess the impact to the organization.

Which assessment method would work BEST in this situation?

- A. Customer satisfaction analysis
- **B. Gap analysis**
- C. SLA achievement analysis
- D. Process maturity assessment

正解: B

解説:

In ITIL DPI, gap analysis is used to compare the current state against the desired future state. Since the retailer is adopting new technology and skills, gap analysis identifies capability shortfalls and resource needs to support the change. Customer satisfaction analysis (A) and SLA analysis (C) measure service performance, not organizational readiness. Process maturity assessment (D) examines process capability but not the holistic gap to achieve new capabilities.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - gap analysis for change initiatives")

質問 # 25

An organization has determined that a significant percentage of incidents have delayed resolutions because they are escalated to the wrong team, and need to be reassigned before they can be resolved. They plan to improve the flow of work by improving the accuracy of incident escalation.

What is this an example of?

- A. Addressing the four dimensions
- B. Collecting feedback
- C. Organizational change management
- **D. Elimination of waste**

正解: D

解説:

ITIL DPI applies Lean principles such as the elimination of waste. Repeated reassignments and delays in incident handling represent a form of waste in workflow. Improving accuracy of escalation removes unnecessary handoffs and accelerates resolution, optimizing flow. This aligns with Lean-inspired waste elimination. OCM (D) is about managing people through change, not fixing workflow inefficiencies.

(Reference: ITIL 4 Strategist DPI, section on "Lean principles - eliminate waste and optimize flow")

質問 # 26

An organization is making a major improvement to how they create and deliver IT services. They need to collect feedback about what issues staff have with the improvement.

Which is an appropriate method for this?

- A. Ask managers to provide information about staff attitudes to the change
- B. Provide responses to frequently asked questions (FAQ) on a website
- C. Send frequent email updates explaining the importance of the change
- **D. Provide managers with the tools they need to manage people through the change**

正解: D

解説:

In DPI, effective OCM requires equipping managers with tools and methods to gather feedback and support their teams. This enables direct two-way communication and trust-building. Options A, B, and C are one-way communication or indirect channels,

which limit genuine feedback. DPI emphasizes that line managers are closest to employees and play a key role in gauging attitudes, resistance, and suggestions.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - feedback and manager involvement")

質問 # 27

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

- * Modify the application to automatically add the current date and time when a transaction is entered
- * Establish a communication plan to remind users of the importance of including the date and time on transactions
- * Develop a goals cascade so that all staff know their role in achieving company goals
- * Create a report showing non-compliant records and take appropriate action to correct them

- A. 3 and 4
- B. 1 and 2
- C. 1 and 4
- D. 2 and 3

正解: C

解説:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto-capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.

(Reference: ITIL 4 Strategist DPI, section on "Controls - preventive and detective mechanisms in governance")

質問 # 28

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

正解: C

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 # 29

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