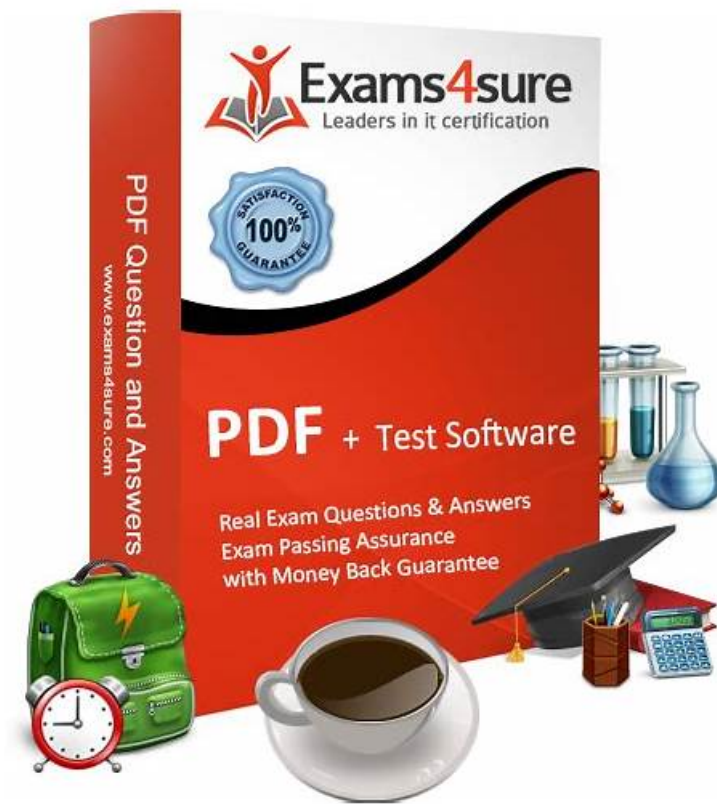


ITIL4-DPI Free Test Questions, ITIL4-DPI Valid Study Guide



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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 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.
Topic 3	<ul style="list-style-type: none">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.
Topic 4	<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.

Topic 5	<ul style="list-style-type: none"> • 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 6	<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.
Topic 7	<ul style="list-style-type: none"> • 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 8	<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.

>> ITIL4-DPI Free Test Questions <<

2026 ITIL High Hit-Rate ITIL4-DPI: ITIL 4 Strategist: Direct, Plan and Improve (DPI) Free Test Questions

Starting from our ITIL4-DPI practice materials will make a solid foundation for your exam definitively. Do not satisfied with using shortcuts during your process, regular practice with our ITIL4-DPI exam prep will be easy. Tens of thousands of people has achieved success with our ITIL4-DPI study questions, you can absolutely do it. And you will find that passing the ITIL4-DPI exam is as easy as pie.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q19-Q24):

NEW QUESTION # 19

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

Answer: D

Explanation:

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")

NEW QUESTION # 20

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.

Which guiding principle are they applying?

- A. Keep it simple and practical
- B. Think and work holistically

- C. Focus on value
- **D. Collaborate and promote visibility**

Answer: D

Explanation:

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.

"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.

(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

NEW QUESTION # 21

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

Answer: B

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 # 22

Which describes 'scope of control'?

- A. The content of a service improvement plan
- B. The set of risks that are owned and assessed by a department manager
- C. The number of managers to whom an individual must provide regular reports
- **D. The extent to which a manager can direct the actions of team members**

Answer: D

Explanation:

In DPI, scope of control refers to the authority and influence a manager has over people and activities. It defines how far their decision-making power extends - essential for ensuring clarity in governance and accountability. It is not about risks owned (B), reporting relationships (D), or specific improvement content (A).

(Reference: ITIL 4 Strategist DPI, section on "Governance structures - scope of control vs. span of control")

NEW QUESTION # 23

Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- **A. Improvement**
- B. Planning
- C. Vision

- Answer: A**

The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement—using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.

NEW QUESTION # 24

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