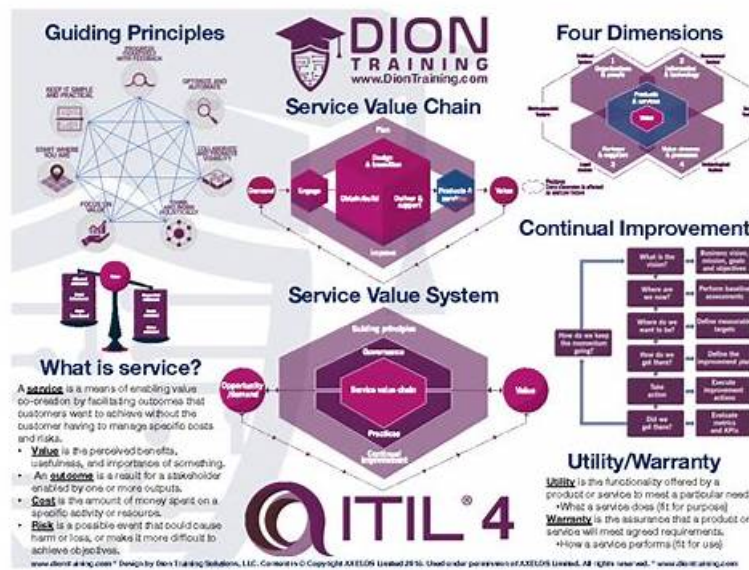


ITIL4-DPI Torrent - ITIL4-DPI Valid Brainsdumps Pdf



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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.
Topic 4	<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 5	<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 6	<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 7	<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 8	<ul style="list-style-type: none"> • Risk Management: This section of the exam measures skills of IT Service Managers and provides an understanding of risk management in IT services. It focuses on helping organizations anticipate, minimize, and respond effectively to potential disruptions or losses.

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ITIL ITIL4-DPI Valid Braindumps Pdf & ITIL4-DPI Reliable Dumps Ebook

For ITIL professionals, passing the ITIL 4 Strategist: Direct, Plan and Improve (DPI) exams such as the ITIL4-DPI Exam is essential to achieve their dream professional life. However, passing the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) Exam is not an easy task, especially for those with busy schedules who need time to prepare well for the ITIL4-DPI Exam. To ensure success on the ITIL4-DPI Exam, you need ITIL ITIL4-DPI Exam Questions that contain all the relevant information about the exam.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q40-Q45):

NEW QUESTION # 40

A service provider is improving its 'service desk' practice and has established the success factor: "improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. 10% increase in calls resolved without escalation by end of the year
- B. Accelerate service request fulfilment by the end of quarter 2
- C. Reduce time to resolve the underlying cause of incidents
- D. Increase average time to answer phones by 5%

Answer: A

Explanation:

DPI stresses that KPIs should directly measure progress toward the defined success factor. Here, the success factor is improved user satisfaction with the service desk. Increasing the number of calls resolved without escalation (Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.

(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 41

The IT organization of a large company has an existing improvement programme. Individual IT divisions have fully embraced continual improvement. The business has seen areas of improved performance, but the improvements do not last long. Which action BEST maintains long-term improvement?

- A. Establishing a strong governance capability to help build a culture of continual improvement
- B. Developing a business case for continual improvement and asking for support from senior management
- C. Developing a value stream map for the continual improvement effort to better understand how it is working
- D. Starting all improvement efforts with a clear understanding of the current and desired future state

Answer: A

Explanation:

In DPI, sustainable continual improvement requires embedding it into the organization's governance structures. Governance ensures accountability, decision-making, and cultural reinforcement that prevents improvements from being short-lived. Option A is part of the continual improvement model but does not ensure sustainability. Option B helps with funding, not culture. Option D is useful for visualization but not long-term adoption. Only strong governance embeds continual improvement as an ongoing culture.

(Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

NEW QUESTION # 42

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

Answer: B

Explanation:

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")

NEW QUESTION # 43

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

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

Answer: B

Explanation:

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. (Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

NEW QUESTION # 44

An organization is transitioning to a new customer relationship management (CRM) system with the aim of expanding its customer base and increasing customer retention. The new cloud-based system will be used both internally and by an outsourced call centre. This high-cost, high-priority initiative has many critics who are concerned with lack of resources.

Which stakeholder's support for this initiative is MOST needed to obtain necessary resources and overcome concerns?

- **A. Director of Sales**
- B. Service Level Manager
- C. Call Centre Manager
- D. Information Security Manager

Answer: A

Explanation:

In ITIL 4 DPI, governance ensures that high-cost, high-priority initiatives align with strategic direction. For initiatives that affect customer base and retention, executive sponsorship is crucial to secure resources and overcome resistance. The Director of Sales is the key stakeholder since this system directly impacts sales growth and customer management. While service level, security, and call centre roles are important operationally, only executive-level oversight ensures the initiative is prioritized and funded.

(Reference: ITIL 4 Strategist DPI, section on "Governance at multiple levels - Strategic oversight and sponsorship")

