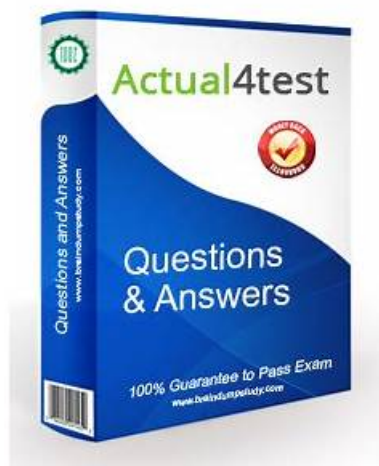# Actual ITIL4-DPI Test & ITIL4-DPI Training Questions

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ITIL4-DPI Training Questions - ITIL4-DPI Reliable Study Guide

Getting the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) certification is the way to go if you're planning to get into ITIL or want to start earning money quickly. Success in the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam of this credential plays an essential role in the validation of your skills so that you can crack an interview or get a promotion in an ITIL company. Many people are attempting the ITIL ITIL4-DPI test nowadays because its importance is growing rapidly.

ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q29-Q34):

NEW QUESTION # 29
Which BEST describes a value stream?

- A. A flexible and simple guide that supports improvement initiatives
- B. The way an organization applies specific resources to tasks
- C. Steps that add value to a unit of work being processed in the service value chain
- D. A structured approach to organizational change, so that staff members feel valued

Answer: C

Explanation:
DPI defines avalue streamas "a series of steps an organization undertakes to create and deliver products and services to consumers."
It describeshow value is created and flowsthrough the service value chain. Option A directly reflects this definition. Options B, C, and D refer to resources, guidance, or change management, not the definition of value streams.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - definition and purpose")

NEW QUESTION # 30
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. Increase average time to answer phones by 5%
- B. Accelerate service request fulfilment by the end of quarter 2
- C. 10% increase in calls resolved without escalation by end of the year
- D. Reduce time to resolve the underlying cause of incidents

Answer: C

Explanation:
DPI stresses that KPIs should directly measureprogress toward the defined success factor. Here, the success factor isimproved user satisfaction with the service desk. Increasing the number of calls resolvedwithout 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 # 31

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 # 32

Which BEST describes the relationship between planning and risk?

- A. Risk management is the exclusive domain of dedicated risk managers
- B. Planning is a high-level function, risk management is a tactical activity
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Planning should always consider risks and how to mitigate them

Answer: D

Explanation:
In DPI, planning and risk management are inseparable. Every plan should consider uncertainties and include mitigation strategies. Option B captures this integration directly. Option A is misleading: both planning and risk management happen at all levels. Option C partially reflects the relationship but is incomplete. Option D contradicts DPI guidance: risk management is an organizational responsibility, not just for specialists.
(Reference: ITIL 4 Strategist DPI, section on "Integration of planning and risk management")

NEW QUESTION # 33

A CIO has made value stream mapping a key part of an IT improvement effort. A value stream map for existing services is being developed.
Which approach would produce the BEST results?

- A. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream
- B. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- C. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements
- D. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement

Answer: D

Explanation:
According to DPI, value stream mapping is collaborative. Stakeholders must work together to identify inefficiencies, optimize flow, and agree on metrics to measure improvement. Option A removes staff engagement, leading to resistance. Option B limits

collaboration to documentation, not co-design. Option C addresses change attitudes, not mapping effectiveness.Collaboration + waste elimination + measurement (Option D) reflects Lean/Agile influence in DPI.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - collaborative optimization")

NEW QUESTION # 34
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Passing the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) certification is crucial for those who want to excel in the ITIL industry. However, one of the biggest challenges that individuals face after deciding to take the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam is finding authentic ITIL4-DPI questions for efficient preparation. Those who do not study with real ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) dumps often fail the test and waste their valuable resources.

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