

# Hot ITIL4-DPI Actual Dump & Pass for Sure ITIL4-DPI Latest Braindumps Questions: ITIL 4 Strategist: Direct, Plan and Improve (DPI)



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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>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.</li> </ul>

## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q10-Q15):

### NEW QUESTION # 10

A service provider is implementing a new self-service portal for users to request access to IT services. The portal will be made available to 5000 users across 50 sites.

Which is the BEST guidance for producing guidelines for users of the self-service portal?

- A. Produce simple guidelines for users of the self-service portal for access requests, making it clear who to contact for exceptions
- B. Provide guidelines for using the self-service portal for access requests to the service desk staff so that they can help users
- C. Circulate detailed guidelines to users for using the self-service portal to request access to IT services
- D. Provide guidelines outlining the difference from previous methods of requesting access to IT services

**Answer: A**

Explanation:

DPI and the guiding principle "Keep it simple and practical" stress that guidance should be clear, concise, and user-friendly. With 5000 users, simple guidelines prevent confusion and reduce support overhead.

Explicit instructions on who to contact for exceptions ensures smooth adoption. Options A and D risk overwhelming users with detail, while B shifts responsibility to the service desk instead of empowering users.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - communication and adoption support")

### NEW QUESTION # 11

A service provider has established the success factor of "improved availability of wi-fi service." Using the SMART model, which is the BEST key performance indicator to use to measure this?

- A. Increase in wi-fi service reliability by the end of quarter 2
- B. 5% reduction in number of complaints to the service desk by the end of the year
- C. 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3
- D. 5% increase in user satisfaction scores for the wi-fi service

**Answer: C**

#### Explanation:

SMART KPIs must be Specific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific to wi-fi availability, measurable (10% increase), achievable, relevant, and time-bound (by end of Q3). Options B and C measure perceptions (complaints/satisfaction) but are indirect. Option D lacks a measurable percentage or defined metric. DPI stresses that success factors should be measured by clear, objective performance outcomes, not just subjective satisfaction.

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

#### NEW QUESTION # 12

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

#### Answer: C

#### Explanation:

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")

#### NEW QUESTION # 13

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. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements
- 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 collaborate to optimize and eliminate waste, and establish metrics for measuring improvement**
- D. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream

#### Answer: C

#### 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 # 14

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

- D. Develop a stakeholder communication plan before starting the next project

**Answer: A**

Explanation:

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")

**NEW QUESTION # 15**

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