

# Latest ITIL4-DPI Braindumps Questions, Valid ITIL4-DPI Exam Voucher



What's more, part of that Itcertkey ITIL4-DPI dumps now are free: <https://drive.google.com/open?id=1LIV00HrUVOgx0Q1fQdT-QuOKoTW7iTqL>

When you purchase our ITIL4-DPI exam materials, we have installed the most advanced operation machines in our website. If you buy the ITIL4-DPI practice test on our web, and after purchasing, it only takes 5 to 10 minutes before our operation system sending our ITIL4-DPI Study Materials to your email address, that is to say, with our advanced operation system of our ITIL4-DPI study guide, there is nothing that you need to worry about, we can ensure you the fastest delivery on the ITIL4-DPI training guide.

## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Planning:</b> 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>• <b>Risk Management:</b> 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 3	<ul style="list-style-type: none"> <li>• <b>Organization Change Management:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Continual Improvement:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Value Stream Mapping:</b> 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 6	<ul style="list-style-type: none"> <li>• <b>Communication and Collaboration:</b> 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 7	<ul style="list-style-type: none"> <li>• <b>Key Concepts:</b> 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>
Topic 8	<ul style="list-style-type: none"> <li>• <b>Governance and Compliance:</b> 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.</li> </ul>

>> Latest ITIL4-DPI Braindumps Questions <<

## Valid ITIL4-DPI Exam Voucher & Practice ITIL4-DPI Engine

One of the main unique qualities of the Icertkey Google Exam Questions is its ease of use. Our practice exam simulators are user and beginner friendly. You can use ITIL PDF dumps and Web-based software without installation. ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) PDF questions work on all the devices like smartphones, Macs, tablets, Windows, etc. We know that it is hard to stay and study for the ITIL ITIL4-DPI exam dumps in one place for a long time.

### ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q11-Q16):

#### NEW QUESTION # 11

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it.

Which organizational change management requirement does this MOST contribute to?

- A. Sustained improvement
- B. Clear and relevant objectives
- **C. Willing and prepared participants**
- D. Strong and committed leadership

**Answer: C**

Explanation:

DPI emphasizes that OCM must create willing and prepared participants by providing clarity on the change's purpose and encouraging open discussion. This builds trust, reduces resistance, and increases engagement. Objectives (A) and leadership (B) are important but are managerial aspects, not participant readiness. Sustained improvement (D) occurs later. The direct outcome of early communication and dialogue is prepared participants.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - preparing participants")

#### NEW QUESTION # 12

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. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement**
- C. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream
- D. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective

**Answer: B**

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 # 13

A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.

What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Use the same method of communication as agreed with all project stakeholders
- B. Inform the support team that they will receive regular email updates
- C. Initiate a discussion with the support group to understand their preferred method of communication
- D. Agree a method for involving the support team in financial decisions

**Answer: C**

Explanation:

DPI's OCM guidance emphasizes engaging stakeholders early and ensuring communication methods are tailored to their needs. By first discussing preferred communication methods with the remote support team (B), the organization ensures their active involvement and reduces the risk of disengagement. Option A is one-way communication. Option C is irrelevant (they don't make financial decisions). Option D assumes one-size-fits-all, which contradicts DPI's principle of stakeholder-specific communication.  
(Reference: ITIL 4 Strategist DPI, section on "OCM - stakeholder engagement and communication planning")

### NEW QUESTION # 14

An IT department is functioning as a service provider for the company it is a part of.

Which statement about this provider's governance is CORRECT?

- A. An internal service provider must use the service value system instead of governance
- B. An internal service provider is not subject to governance because they are part of the same company
- C. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body
- D. An internal service provider's governance is limited to external factors such as regulations and legislation

**Answer: C**

Explanation:

DPI clarifies that governance always comes from the organization's governing body. Internal service providers do not operate independently; they must follow the governance structures of the parent organization. They may only self-govern if explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false-governance always applies. Option D is misleading; the SVS supports governance, not replaces it.

(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

### NEW QUESTION # 15

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:

