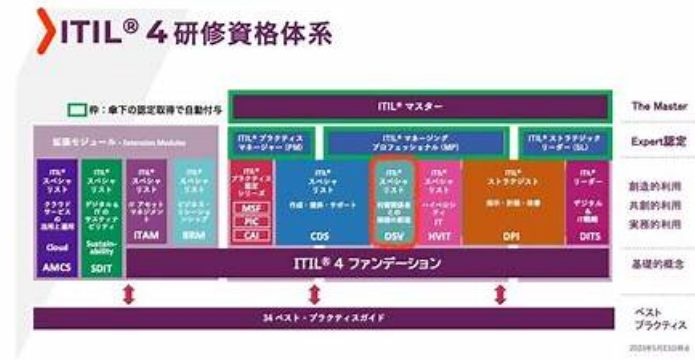


ITIL4-DPI最新考題, ITIL4-DPI資訊



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>> ITIL4-DPI最新考題 <<

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最新的 ITIL 4 Strategist ITIL4-DPI 免費考試真題 (Q11-Q16):

問題 #11

Which BEST describes the relationship between planning and risk?

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

答案: D

解題說明：

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")

問題 #12

An organization has determined that a significant percentage of incidents have delayed resolutions because they are escalated to the wrong team, and need to be reassigned before they can be resolved. They plan to improve the flow of work by improving the accuracy of incident escalation. What is this an example of?

- A. Elimination of waste
- B. Organizational change management
- C. Collecting feedback
- D. Addressing the four dimensions

答案: A

解題說明:

ITIL DPI applies Lean principles such as the elimination of waste. Repeated reassignments and delays in incident handling represent a form of waste in workflow. Improving accuracy of escalation removes unnecessary handoffs and accelerates resolution, optimizing flow. This aligns with Lean-inspired waste elimination. OCM (D) is about managing people through change, not fixing workflow inefficiencies.

(Reference: ITIL 4 Strategist DPI, section on "Lean principles - eliminate waste and optimize flow")

問題 #13

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

答案: B

解題說明:

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")

問題 #14

An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization. Which is the BEST description of the team's role in this situation?

- A. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements
- B. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements
- C. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model
- D. The team should focus on the improvement of the 'continual improvement' practice

答案: B

解題說明:

According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

問題 #15

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

答案： B

解題說明：

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")

問題 #16

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