

ITIL4-DPI aktueller Test, Test VCE-Dumps für ITIL 4 Strategist: Direct, Plan and Improve (DPI)



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ITIL ITIL4-DPI Prüfungsplan:

Thema	Einzelheiten
Thema 1	• 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.
Thema 2	• 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.
Thema 3	• 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.
Thema 4	• 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.
Thema 5	• 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.

ITIL4-DPI Deutsche Prüfungsfragen & ITIL4-DPI German

Wir versprechen, dass Sie die Prüfung zum ersten Mal mit unseren Schulungsunterlagen zur ITIL ITIL4-DPI Zertifizierungsprüfung bestehen können. Sonst erstatten wir Ihnen die gesamte Summe zurück.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI Prüfungsfragen mit Lösungen (Q26-Q31):

26. Frage

A company has a new, global line of business that has changed how the IT department supports the systems. Recognizing the need for two-way communication for the required changes, IT managers need better ways of obtaining feedback. Which describes the BEST approach for establishing effective feedback channels?

- A. Publish a printed weekly newsletter that clearly and consistently communicates change
- **B. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback**
- C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- D. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns

Antwort: B

Begründung:

DPI emphasizes using existing, familiar, and effective communication channels to encourage staff feedback and engagement. By leveraging collaboration tools that teams already use (Option A), managers minimize resistance and maximize participation. Option B is localized and limited in scale. Option C delays feedback until a project is implemented. Option D is one-way communication, not interactive.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and feedback channels")

27. Frage

A small service provider is experiencing growth and success. Currently, all important decisions are made by a small executive group. This creates delays because some members of the group are often unavailable.

Which is the BEST approach for establishing an authority structure for decision-making within the service provider organization?

- A. Allow people to make decisions about their work, and use training and automation to mitigate the risks
- B. Ensure that technical decisions are made by the operational staff who can define the risks
- C. Refer decisions to line managers, who will escalate cases to the executive group when appropriate
- **D. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions**

Antwort: D

Begründung:

DPI emphasizes governance by defining clear decision-making authority. High-risk or strategic decisions should remain with executives, but less critical decisions must be delegated through policies to appropriate levels of management. This prevents bottlenecks and ensures accountability while balancing governance oversight. Options A and B may reduce delays but lack structured governance, while D risks insufficient control.

(Reference: ITIL 4 Strategist DPI, section on "Delegation of decision-making and governance structures")

28. Frage

Which is a result of an organization following the local laws of a country where it operates?

- A. Increased risk
- **B. Improved compliance**
- C. Improved governance
- D. Increased value

Antwort: B

Begründung:

DPI highlights that compliance refers to meeting legal, regulatory, and policy requirements. By following local laws, the organization ensures improved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.

(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")

29. Frage

Which BEST describes the relationship between planning and risk?

- A. Planning should always consider risks and how to mitigate them
- 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 focuses on what needs to be accomplished, risk management is part of how work is to be performed

Antwort: A

Begründung:

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")

30. Frage

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

Antwort: A

Begründung:

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")

31. Frage

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