

# ITIL4-DPI Valid Exam Guide - Quiz 2025 ITIL4-DPI: ITIL 4 Strategist: Direct, Plan and Improve (DPI)–First-grade Real Question



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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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>
Topic 3	<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 4	<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 5	<ul style="list-style-type: none"> <li>• Governance and Compliance: 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>
Topic 6	<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>

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### **ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q32-Q37):**

#### **NEW QUESTION # 32**

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

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

#### **Answer: D**

Explanation:

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)")

#### **NEW QUESTION # 33**

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. Usability of the application evaluated by the application manager improves from "poor" to "good" over the next six months
- B. Customer satisfaction with the application measured by using net promoter score increases by 5% each year
- C. A significant number of user interface improvements implemented over the next six months
- D. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months

#### **Answer: D**

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 # 34

Which statement describes the influence of services on service consumers' outcomes, costs, and risks?

- A. The key benefit of services is to reduce costs and risks
- B. Services remove risks from service consumers without introducing new ones
- **C. Services can negatively affect some outcomes while supporting others**
- D. A service should introduce fewer costs than it removes

**Answer: C**

Explanation:

DPI explains that services influence consumer outcomes, costs, and risks in complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services can support some outcomes and negatively affect others. They never remove all risks (contradicts B), cost reduction is not the sole benefit (contradicts C), and D oversimplifies the cost-value relationship.

(Reference: ITIL 4 Strategist DPI, section on "Understanding value, outcomes, costs, and risks")

#### NEW QUESTION # 35

Which describes 'scope of control'?

- A. The set of risks that are owned and assessed by a department manager
- **B. The extent to which a manager can direct the actions of team members**
- C. The content of a service improvement plan
- D. The number of managers to whom an individual must provide regular reports

**Answer: B**

Explanation:

In DPI, scope of control refers to the authority and influence a manager has over people and activities. It defines how far their decision-making power extends—essential for ensuring clarity in governance and accountability. It is not about risks owned (B), reporting relationships (D), or specific improvement content (A).

(Reference: ITIL 4 Strategist DPI, section on "Governance structures - scope of control vs. span of control")

#### NEW QUESTION # 36

A manager is planning which interfaces will be needed across the value stream when a new service is created.

Which of these steps should be carried out FIRST?

- A. Identify practices that will be used to create and manage the service
- **B. Identify and involve stakeholders in the service**
- C. Identify utility and warranty requirements for the service
- D. Identify tools that will be used to develop and deploy the service

**Answer: B**

Explanation:

According to DPI, the first step in value stream planning is to involve stakeholders. Stakeholders help identify requirements, expectations, and dependencies, ensuring the value stream design supports utility (fit for purpose) and warranty (fit for use). Tools and practices (A and B) come later, once needs are clarified.

Utility and warranty requirements (C) are critical, but they must be established with stakeholder input, not in isolation.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - stakeholder involvement in design")

#### NEW QUESTION # 37

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