

New ITIL4-DPI Test Topics & ITIL4-DPI Mock Exam



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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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.
Topic 3	• 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.
Topic 4	• 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.
Topic 5	• 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.

>> New ITIL4-DPI Test Topics <<

Quiz ITIL - The Best New ITIL4-DPI Test Topics

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q19-Q24):

NEW QUESTION # 19

As a result of feedback from customers received at regular service reviews, an organization with a large number of users is migrating an important IT service to a cloud service provider. The service functionality and the user interface will not change, but the availability and performance should improve.

Which communication plan is MOST appropriate?

- A. Discuss the impact of the changes on the customers at the next service review; send users an email detailing change dates and the expected benefits
- B. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- C. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues
- D. Explain the benefits to customers in an email; hold discussions with users to explain the changes

Answer: A

Explanation:

In DPI, effective communication is critical in organizational change management. For large user bases, the communication plan must:

* Engage customers directly in reviews (two-way communication),

* Provide clear, proactive messaging to users (email with dates and benefits).

This ensures visibility and minimizes confusion. Options A and D lack adequate two-way engagement, and C provides fragmented communication. Option B reflects DPI's emphasis on timely, consistent, and role-appropriate communication.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")

NEW QUESTION # 20

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

Answer: B

Explanation:

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")

NEW QUESTION # 21

An internet service provider has recently acquired a smaller competitor and has performed an analysis of internal and external factors affecting both companies. The competitor was acquired because of their popularity in the market due to excellent service levels. The management are about to integrate the staff and practices of the two organizations and would like to ensure that this is successful.

Which assessment method is BEST for them to adopt?

- A. SLA achievement
- B. Customer/user satisfaction
- C. Strengths, weaknesses, opportunities, threats (SWOT)
- D. Change readiness

Answer: C

Explanation:

DPI highlights SWOT analysis as a key assessment tool for mergers, acquisitions, or major integrations.

SWOT helps organizations understand internal capabilities (strengths/weaknesses) and external market factors (opportunities/threats).

This is critical when combining practices and cultures to ensure strengths are leveraged and weaknesses are mitigated. Customer satisfaction (B) and SLA analysis (D) are narrow operational measures. Change readiness (C) is useful but does not fully assess strategic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - SWOT analysis in organizational change")

NEW QUESTION # 22

Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- **A. Improvement**
- B. Direction
- C. Planning
- D. Vision

Answer: A

Explanation:

The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement—using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

NEW QUESTION # 23

An organization is mapping a value stream for an IT service. In the current map, the same activity is repeated multiple times. When identifying opportunities to remove waste from the value streams, it has been determined that several days could be removed from the delivery time by eliminating repeated work.

What is this an example of?

- A. Building value chains on effective practices
- **B. Optimizing a workflow through the organization**
- C. Cascading goals through the organization
- D. Establishing clear objectives for assessments

Answer: B

Explanation:

In DPI, value stream mapping identifies bottlenecks, redundancies, and delays. Eliminating repeated activities to save time is an example of workflow optimization (Option C). This reflects Lean principles embedded in DPI - improving flow, reducing waste, and enhancing efficiency. Cascading goals (A), effective practices (B), and objectives for assessments (D) are unrelated to workflow waste elimination.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - optimizing workflow and eliminating waste")

NEW QUESTION # 24

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