

Quiz Updated ITIL - ITIL4-DPI - Reliable ITIL 4 Strategist: Direct, Plan and Improve (DPI) Braindumps Pdf



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ITIL ITIL4-DPI Exam Syllabus Topics:

| Topic | Details |
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| Topic 1 | <ul style="list-style-type: none">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 2 | <ul style="list-style-type: none">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. |
| Topic 3 | <ul style="list-style-type: none">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. |
| Topic 4 | <ul style="list-style-type: none">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. |
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| Topic 5 | <ul style="list-style-type: none"> 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. |
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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q20-Q25):

NEW QUESTION # 20

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

- * Modify the application to automatically add the current date and time when a transaction is entered
- * Establish a communication plan to remind users of the importance of including the date and time on transactions
- * Develop a goals cascade so that all staff know their role in achieving company goals
- * Create a report showing non-compliant records and take appropriate action to correct them

- A. 2 and 3
- B. 1 and 2
- C. 1 and 4
- D. 3 and 4

Answer: C

Explanation:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto- capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.

(Reference: ITIL 4 Strategist DPI, section on "Controls - preventive and detective mechanisms in governance")

NEW QUESTION # 21

A service provider has developed a strategy to increase its revenue by launching a new cloud storage service.

This strategy is being cascaded down to the technical teams.

Which is a relevant objective that will support the strategy?

- A. Achieve a 10% increase in service requests fulfilled in the target time
- B. Average number of storage access failures per month
- C. Increase profit by launching new wi-fi services into new geographic markets
- D. Design and implement new infrastructure by the end of quarter 2

Answer: D

Explanation:

ITIL DPI emphasizes that objectives must cascade logically from strategy into actionable plans. Since the strategic goal is to launch a new cloud storage service, the technical objective must directly support that initiative. "Design and implement new infrastructure by the end of quarter 2" is aligned, measurable, and time-bound. The other options either do not directly relate to the cloud service (B, C) or are ongoing operational metrics (A), not strategic enablers.

(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment with strategy")

NEW QUESTION # 22

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 collaborate to optimize and eliminate waste, and establish metrics for measuring improvement
- B. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- 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. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements

Answer: A

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 # 23

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

Answer: A

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 # 24

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

Answer: D

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 # 25

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