



ITIL

Exam Questions ITIL4-DPI

ITIL 4 Strategist: Direct, Plan and Improve (DPI)

NEW QUESTION 1

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it. Which organizational change management requirement does this MOST contribute to?

- A. Clear and relevant objectives
- B. Strong and committed leadership
- C. Willing and prepared participants
- D. Sustained improvement

Answer: C

NEW QUESTION 2

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

Answer: A

NEW QUESTION 3

A project team recently delivered a new service on time and to specification. However, the team encountered a number of issues during the project that resulted in an increase in the resources utilized. The project is about to close and the project team will immediately move on to the next project. Which is the BEST way to avoid similar issues in the future?

- A. Create a lessons learned report when closing the project
- B. Complete a SWOT analysis before starting the next project
- C. Conduct a customer satisfaction analysis at the end of the project
- D. Develop a stakeholder communication plan before starting the next project

Answer: A

NEW QUESTION 4

A company is starting a digital transformation effort that will require significant changes in how IT operates. The CIO hired consultants to assess the IT department, and they identified a number of improvements that would increase customer value. Which approach would BEST prioritize improvement outcomes?

- A. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements
- B. Prioritize outcomes that impact staff the least, which will help staff develop confidence in making improvements
- C. Prioritize outcomes that move the organization closer to its vision, which will maximize value for all stakeholders
- D. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources

Answer: C

Explanation:

DPI emphasizes that improvements should be prioritized based on strategic alignment with the organizational vision. This ensures that the most valuable outcomes are delivered first, maximizing stakeholder benefit. While ??quick wins?? (A), minimizing staff disruption (B), and waste reduction (D) are important considerations, they are secondary to moving closer to the strategic vision.

(Reference: ITIL® 4 Strategist DPI, section on "Prioritizing improvements – alignment with vision and strategy")

NEW QUESTION 5

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

Answer: A

NEW QUESTION 6

An internal service provider is creating a business case to justify the purchase of a new service management toolset. The business case includes several options from multiple vendors. Which is MOST important to include in the business case?

- A. The techniques used to develop the service provider??s strategy
- B. The risks to the toolset vendors of not selecting their product
- C. An evaluation of organizational constraints on the use of the toolset
- D. A description of how the guiding principles will be used to implement the toolset

Answer: C

Explanation:

DPI explains that a business case must include an evaluation of constraints (financial, technical, cultural, and organizational) that might affect adoption of the solution. This ensures feasibility and realistic planning. Option A (strategy techniques) is irrelevant here. Option B is vendor-focused, not organizational. Option D (guiding principles) supports implementation but is not central to justifying the case.
(Reference: ITIL® 4 Strategist DPI, section on "Business cases – evaluating options and constraints")

NEW QUESTION 7

When planning a new service, which three factors should be considered when defining the value that the service will create?

- A. Efficiency, effectiveness, and outcomes
- B. Measures, methods, and metrics
- C. Cost, risks, and outcomes
- D. Goals, success factors, and key performance indicators

Answer: C

NEW QUESTION 8

The manager of a team of highly skilled professionals often handles challenging problems personally in an effort to demonstrate expertise. Which TWO are the MOST LIKELY consequences of this behaviour?

- ? Decisions take longer
- ? Employee morale improves
- ? Decisions are made quickly
- ? Employee morale suffers

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

Answer: D

NEW QUESTION 9

Which BEST describes the relationship between planning and risk?

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

Answer: B

NEW QUESTION 10

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

Answer: B

NEW QUESTION 10

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