



ITIL

Exam Questions ITIL4-DPI

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

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NEW QUESTION 1

An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization.

Which is the BEST description of the team's role in this situation?

- A. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements
- B. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements
- C. The team should focus on the improvement of the 'continual improvement' practice
- D. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model

Answer: B

Explanation:

According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence. (Reference: ITIL® 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

NEW QUESTION 2

Which BEST describes a value stream?

- A. Steps that add value to a unit of work being processed in the service value chain
- B. The way an organization applies specific resources to tasks
- C. A flexible and simple guide that supports improvement initiatives
- D. A structured approach to organizational change, so that staff members feel valued

Answer: A

NEW QUESTION 3

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 4

The IT organization of a large company has an existing improvement programme. Individual IT divisions have fully embraced continual improvement. The business has seen areas of improved performance, but the improvements do not last long.

Which action BEST maintains long-term improvement?

- A. Starting all improvement efforts with a clear understanding of the current and desired future state
- B. Developing a business case for continual improvement and asking for support from senior management
- C. Establishing a strong governance capability to help build a culture of continual improvement
- D. Developing a value stream map for the continual improvement effort to better understand how it is working

Answer: C

NEW QUESTION 5

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.

Which guiding principle are they applying?

- A. Focus on value
- B. Think and work holistically
- C. Collaborate and promote visibility
- D. Keep it simple and practical

Answer: C

NEW QUESTION 6

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

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

Answer: A

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 7

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 8

An organization is transitioning to a new customer relationship management (CRM) system with the aim of expanding its customer base and increasing customer retention. The new cloud-based system will be used both internally and by an outsourced call centre. This high-cost, high-priority initiative has many critics who are concerned with lack of resources.

Which stakeholder's support for this initiative is MOST needed to obtain necessary resources and overcome concerns?

- A. Director of Sales
- B. Service Level Manager
- C. Information Security Manager
- D. Call Centre Manager

Answer: A

NEW QUESTION 9

A retailer is considering introducing a new virtual reality feature to its online presence. Recognizing this is a significant effort requiring new skills and technology, the CIO has asked the operations manager to assess the impact to the organization.

Which assessment method would work BEST in this situation?

- A. Customer satisfaction analysis
- B. Gap analysis
- C. SLA achievement analysis
- D. Process maturity assessment

Answer: B

NEW QUESTION 10

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 10

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

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

Answer: C

NEW QUESTION 15

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

Answer: D

NEW QUESTION 20

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 22

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 26

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

Answer: B

NEW QUESTION 31

Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

- A. Tactical
- B. Project
- C. Operational
- D. Strategic

Answer: D

NEW QUESTION 34

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