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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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.
Topic 4	• 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.
Topic 5	• 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 6	• 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.

New ITIL4-DPI Free Practice Exams | Pass-Sure Valid Braindumps ITIL4-DPI Free: ITIL 4 Strategist: Direct, Plan and Improve (DPI) 100% Pass

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q14-Q19):

NEW QUESTION # 14

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

Answer: D

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 # 15

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 # 16

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

Explanation:

DPI defines a value stream as "a series of steps an organization undertakes to create and deliver products and services to consumers." It describes how value is created and flows through the service value chain. Option A directly reflects this definition. Options B, C, and D refer to resources, guidance, or change management, not the definition of value streams.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - definition and purpose")

NEW QUESTION # 17

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

Answer: C

Explanation:

In ITIL DPI, gap analysis is used to compare the current state against the desired future state. Since the retailer is adopting new technology and skills, gap analysis identifies capability shortfalls and resource needs to support the change. Customer satisfaction analysis (A) and SLA analysis (C) measure service performance, not organizational readiness. Process maturity assessment (D) examines process capability but not the holistic gap to achieve new capabilities.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - gap analysis for change initiatives")

NEW QUESTION # 18

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

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

Answer: C

Explanation:

According to ITIL DPI, planning occurs at strategic, tactical, and operational levels. A strategic plan defines long-term direction, including multi-year infrastructure expansion that aligns with business goals. Tactical plans break this down into departmental objectives, while operational plans manage day-to-day execution.

Project plans are temporary and specific but not long-term vision documents.

(Reference: ITIL 4 Strategist DPI, section on "Planning levels - strategic, tactical, operational")

NEW QUESTION # 19

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