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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> • 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 3	<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.
Topic 4	<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 5	<ul style="list-style-type: none"> • Organization Change Management: This section of the exam measures skills of IT Service Managers and explains the role of organizational change management in IT service management.
Topic 6	<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 7	<ul style="list-style-type: none"> • 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 8	<ul style="list-style-type: none"> • 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.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q13-Q18):

NEW QUESTION # 13

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

Answer: D

Explanation:

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.

"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.

(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

NEW QUESTION # 14

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

Answer: D

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 # 15

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

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

Answer: A

Explanation:

DPI highlights that compliance refers to meeting legal, regulatory, and policy requirements. By following local laws, the organization ensures improved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.

(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")

NEW QUESTION # 16

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

Answer: D

Explanation:

SMART KPIs must be Specific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific to wi-fi availability, measurable (10% increase), achievable, relevant, and time-bound (by end of Q3). Options B and C measure perceptions (complaints/satisfaction) but are indirect. Option D lacks a measurable percentage or defined metric. DPI stresses that success factors should be measured by clear, objective performance outcomes, not just subjective satisfaction.

(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 17

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

Answer: A

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 # 18

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