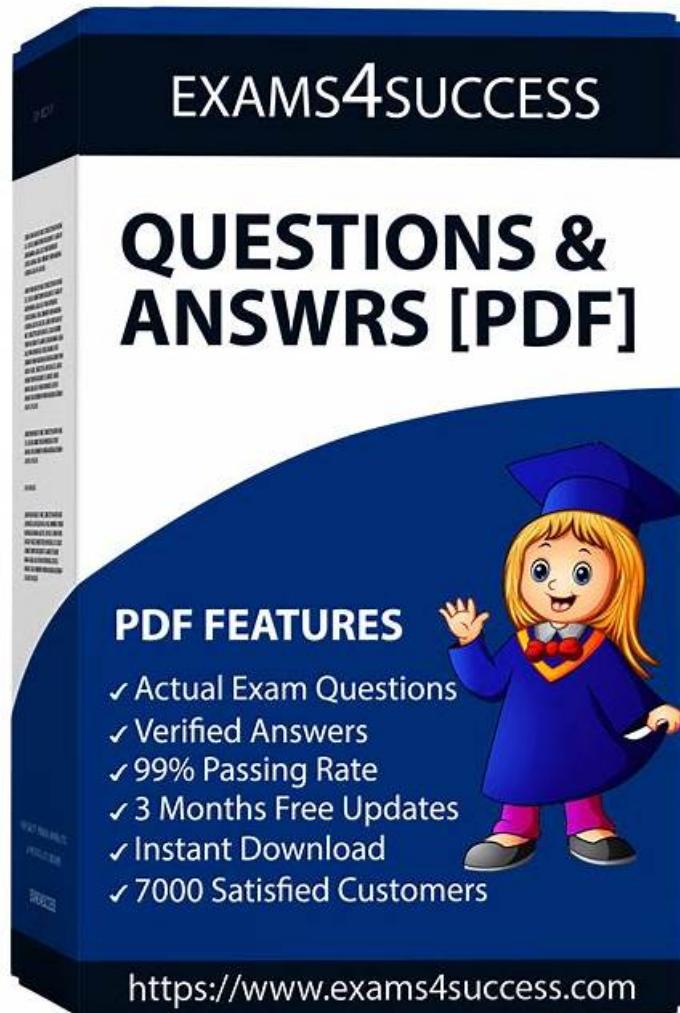


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 4	<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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q10-Q15):

NEW QUESTION # 10

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

Answer: B

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 # 11

What is the difference between a policy and a control?

- A. Policies focus on organizations and people, controls focus on information and technology
- B. A control is a type of policy that directs staff behaviour
- C. Policies are defined by governance, controls are defined by management**
- D. A policy is a type of control that states what management expects

Answer: C

Explanation:

In ITIL 4 DPI, policies are the high-level expectations, rules, or guidelines that are defined by the organization's governing body. They establish the framework for decision-making and behaviour. Controls, on the other hand, are management mechanisms used to enforce policies and ensure compliance. Thus, policies come from governance, while controls are implemented by management to enforce those policies.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and guidelines - governance vs. management responsibilities")

NEW QUESTION # 12

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

Answer: C

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 # 13

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

Answer: D

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 (C) are narrow operational measures. Change readiness (A) 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 # 14

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. Focus on value
- C. Collaborate and promote visibility
- D. Keep it simple and practical

Answer: C

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 # 15

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