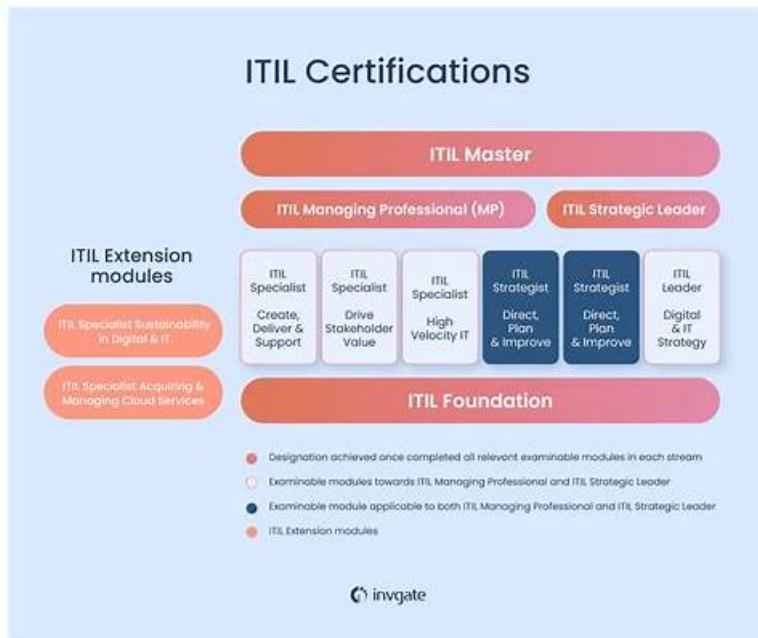


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## ITIL ITIL4-DPI Exam Syllabus Topics:

| Topic   | Details  |
|---------|--|
| Topic 1 | <ul style="list-style-type: none"><li>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.</li></ul> |

|         |  |
|---------|--|
| Topic 2 | <ul style="list-style-type: none"> <li>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.</li> </ul>               |
| Topic 3 | <ul style="list-style-type: none"> <li>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.</li> </ul>                            |
| Topic 4 | <ul style="list-style-type: none"> <li>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.</li> </ul>   |
| Topic 5 | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| Topic 6 | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| Topic 7 | <ul style="list-style-type: none"> <li>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.</li> </ul>                             |
| Topic 8 | <ul style="list-style-type: none"> <li>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.</li> </ul> |

## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q28-Q33):

### NEW QUESTION # 28

A service provider is improving its 'service desk' practice and has established the success factor: "improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. Accelerate service request fulfilment by the end of quarter 2
- B. Increase average time to answer phones by 5%
- C. 10% increase in calls resolved without escalation by end of the year**
- D. Reduce time to resolve the underlying cause of incidents

### Answer: C

Explanation:

DPI stresses that KPIs should directly measure progress toward the defined success factor. Here, the success factor is improved user satisfaction with the service desk. Increasing the number of calls resolved without escalation (Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.

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

### NEW QUESTION # 29

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

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

### 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 # 30

Which BEST describes a value stream?

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

**Answer: C**

#### 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 # 31

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- **A. Ensure that all teams involved in incident resolution collaborate in the development of the policy**
- B. Ensure that any identified exceptions are excluded from the policy to improve clarity
- C. Implement the policy for service desk staff before informing other affected support teams
- D. Engage with stakeholders to ensure that as much detail as possible is included in the policy

**Answer: A**

#### Explanation:

DPI emphasizes that policies must be co-created and supported across all stakeholders to be effective. By ensuring all teams involved in incident resolution collaborate in developing the policy, the organization promotes buy-in, shared ownership, and alignment. Excluding exceptions (A) may cause operational issues, C undermines collaboration, and D risks overcomplication. Collaborative design is a principle of both OCM and DPI governance.

(Reference: ITIL 4 Strategist DPI, section on "Policy creation - stakeholder involvement and collaboration")

#### NEW QUESTION # 32

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

**Answer: D**

#### Explanation:

In DPI, sustainable continual improvement requires embedding it into the organization's governance structures. Governance ensures accountability, decision-making, and cultural reinforcement that prevents improvements from being short-lived. Option A is part of

the continual improvement model but does not ensure sustainability. Option B helps with funding, not culture. Option D is useful for visualization but not long-term adoption. Only strong governance embeds continual improvement as an ongoing culture. (Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

## NEW QUESTION # 33

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