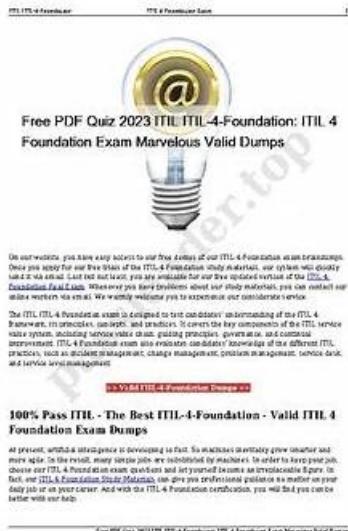# Free PDF Quiz ITIL - High-quality Sample ITIL4-DPI Test Online

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q22-Q27):

NEW QUESTION # 22
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. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- C. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns
- D. Publish a printed weekly newsletter that clearly and consistently communicates change

Answer: A

Explanation:
DPI emphasizes using existing, familiar, and effective communication channels to encourage staff feedback and engagement. By leveraging collaboration tools that teams already use (Option A), managers minimize resistance and maximize participation. Option B is localized and limited in scale. Option C delays feedback until a project is implemented. Option D is one-way communication, not interactive.
(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and feedback channels")

NEW QUESTION # 23
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. Information Security Manager
- C. Service Level Manager
- D. Call Centre Manager

Answer: A

Explanation:
In ITIL 4 DPI, governance ensures that high-cost, high-priority initiatives align with strategic direction.
For initiatives that affect customer base and retention, executive sponsorship is crucial to secure resources and overcome resistance.
The Director of Sales is the key stakeholder since this system directly impacts sales growth and customer management. While service level, security, and call centre roles are important operationally, only executive-level oversight ensures the initiative is prioritized and funded.
(Reference: ITIL 4 Strategist DPI, section on "Governance at multiple levels - Strategic oversight and sponsorship")

NEW QUESTION # 24
A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.
What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Use the same method of communication as agreed with all project stakeholders
- B. Inform the support team that they will receive regular email updates
- C. Initiate a discussion with the support group to understand their preferred method of communication
- D. Agree a method for involving the support team in financial decisions

Answer: C

Explanation:
DPI's OCM guidance emphasizesengaging stakeholders earlyand ensuring communication methods are tailored to their needs. By first discussing preferred communication methods with the remote support team(B), the organization ensures their active involvement and reduces the risk of disengagement. Option A is one- way communication. Option C is irrelevant (they don't make financial decisions). Option D assumes one-size- fits-all, which contradicts DPI's principle ofstakeholder-specific communication.
(Reference: ITIL 4 Strategist DPI, section on "OCM - stakeholder engagement and communication planning")

NEW QUESTION # 25
Which describes 'scope of control'?

- A. The content of a service improvement plan
- B. The extent to which a manager can direct the actions of team members
- C. The number of managers to whom an individual must provide regular reports
- D. The set of risks that are owned and assessed by a department manager

Answer: B

Explanation:
In DPI,scope of controlrefers to theauthority 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 # 26
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 value stream map for the continual improvement effort to better understand how it is working
- C. Establishing a strong governance capability to help build a culture of continual improvement
- D. Developing a business case for continual improvement and asking for support from senior management

Answer: C

Explanation:
In DPI, sustainable continual improvement requires embedding it into theorganization's governance structures. Governance ensures accountability, decision-making, and cultural reinforcement that prevents improvements frombeing 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. Onlystrong governanceembeds continual improvement as anongoing culture.
(Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

NEW QUESTION # 27
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