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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Continual Improvement:</b> 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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Value Stream Mapping:</b> 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 3	<ul style="list-style-type: none"> <li>• <b>Risk Management:</b> 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>• <b>Service Performance Metrics:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Planning:</b> 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 6	<ul style="list-style-type: none"> <li>• <b>Communication and Collaboration:</b> 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 7	<ul style="list-style-type: none"> <li>• <b>Governance and Compliance:</b> 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>

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### ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q29-Q34):

#### NEW QUESTION # 29

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

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

**Answer: D**

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

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

**Answer: A**

Explanation:

DPI's OCM guidance emphasizes engaging stakeholders early and 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 of stakeholder-specific communication. (Reference: ITIL 4 Strategist DPI, section on "OCM - stakeholder engagement and communication planning")

### NEW QUESTION # 31

As a result of feedback from customers received at regular service reviews, an organization with a large number of users is migrating an important IT service to a cloud service provider. The service functionality and the user interface will not change, but the availability and performance should improve.

Which communication plan is MOST appropriate?

- A. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- B. Explain the benefits to customers in an email; hold discussions with users to explain the changes
- C. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues
- D. Discuss the impact of the changes on the customers at the next service review; send users an email detailing change dates and the expected benefits

**Answer: D**

Explanation:

In DPI, effective communication is critical in organizational change management. For large user bases, the communication plan must:

\* Engage customers directly in reviews (two-way communication),

\* Provide clear, proactive messaging to users (email with dates and benefits).

This ensures visibility and minimizes confusion. Options A and D lack adequate two-way engagement, and C provides fragmented communication. Option B reflects DPI's emphasis on timely, consistent, and role-appropriate communication.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")

### NEW QUESTION # 32

In an organization, IT teams are working on documented, structured, and systematic processes for all customer-facing work.

Which concept is this an example of?

- A. A balanced scorecard
- B. A method
- C. A risk
- D. A control

**Answer: B**

Explanation:

In DPI, a method is defined as a structured and systematic approach to performing work, ensuring consistency and repeatability.

Documented processes for customer-facing work represent methods applied to service management. A control is something put in place to manage risk, a balanced scorecard is a performance measurement tool, and a risk is a potential event. Hence, "method" is the correct categorization.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and methods")

### NEW QUESTION # 33

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it.

Which organizational change management requirement does this MOST contribute to?

- A. Strong and committed leadership
- B. Sustained improvement
- C. Clear and relevant objectives
- **D. Willing and prepared participants**

**Answer: D**

Explanation:

DPI emphasizes that OCM must create willing and prepared participants by providing clarity on the change's purpose and encouraging open discussion. This builds trust, reduces resistance, and increases engagement. Objectives (A) and leadership (B) are important but are managerial aspects, not participant readiness. Sustained improvement (D) occurs later. The direct outcome of early communication and dialogue is prepared participants.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - preparing participants")

### NEW QUESTION # 34

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