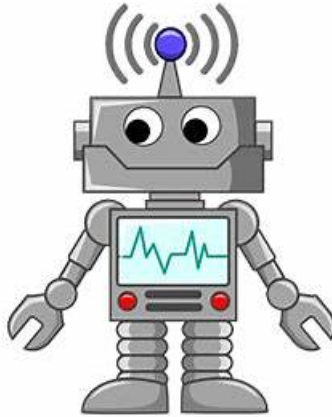# 2025 Accurate 100% Free ITIL4-DPI–100% Free Valid Exam Camp | ITIL4-DPI Test Questions Answers

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q16-Q21):

NEW QUESTION # 16

A service provider has developed a strategy to increase its revenue by launching a new cloud storage service.
This strategy is being cascaded down to the technical teams.
Which is a relevant objective that will support the strategy?

- A. Increase profit by launching new wi-fi services into new geographic markets
- B. Achieve a 10% increase in service requests fulfilled in the target time
- C. Average number of storage access failures per month
- D. Design and implement new infrastructure by the end of quarter 2

Answer: D

Explanation:
ITIL DPI emphasizes thatobjectives must cascade logically from strategy into actionable plans. Since the strategic goal is to launch anew cloud storage service, the technical objective must directly support that initiative. "Design and implement new infrastructure by the end of quarter 2" is aligned, measurable, and time- bound. The other options either do not directly relate to the cloud service (B, C) or are ongoing operational metrics (A), not strategic enablers.
(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment with strategy")

NEW QUESTION # 17
An internal service provider is creating a business case to justify the purchase of a new service management toolset. The business case includes several options from multiple vendors.
Which is MOST important to include in the business case?

- A. The techniques used to develop the service provider's strategy
- B. A description of how the guiding principles will be used to implement the toolset
- C. An evaluation of organizational constraints on the use of the toolset
- D. The risks to the toolset vendors of not selecting their product

Answer: C

Explanation:
DPI explains that a business case must include anevaluation of constraints(financial, technical, cultural, and organizational) that might affect adoption of the solution. This ensures feasibility and realistic planning.
Option A (strategy techniques) is irrelevant here. Option B is vendor-focused, not organizational. Option D (guiding principles) supports implementation but is not central to justifying the case.
(Reference: ITIL 4 Strategist DPI, section on "Business cases - evaluating options and constraints")

NEW QUESTION # 18
An organization is making a major improvement to how they create and deliver IT services. They need to collect feedback about what issues staff have with the improvement.
Which is an appropriate method for this?

- A. Provide managers with the tools they need to manage people through the change
- B. Provide responses to frequently asked questions (FAQ) on a website
- C. Ask managers to provide information about staff attitudes to the change
- D. Send frequent email updates explaining the importance of the change

Answer: A

Explanation:
In DPI, effective OCM requiresequipping managers with tools and methodsto gather feedback and support their teams. This enablesdirect two-way communicationand trust-building. Options A, B, and C are one-way communication or indirect channels, which limit genuine feedback. DPI emphasizes thatline managers are closest to employeesand play a key role in gauging attitudes, resistance, and suggestions.
(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - feedback and manager involvement")

NEW QUESTION # 19
A small service provider is experiencing growth and success. Currently, all important decisions are made by a small executive group.

This creates delays because some members of the group are often unavailable.
Which is the BEST approach for establishing an authority structure for decision-making within the service provider organization?

- A. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions
- B. Ensure that technical decisions are made by the operational staff who can define the risks
- C. Refer decisions to line managers, who will escalate cases to the executive group when appropriate
- D. Allow people to make decisions about their work, and use training and automation to mitigate the risks

Answer: A

Explanation:
DPI emphasizesgovernance by defining clear decision-making authority. High-risk or strategic decisions should remain with executives, but less critical decisions must bedelegatedthrough policies to appropriate levels of management. This prevents bottlenecks and ensures accountability while balancing governance oversight. Options A and B may reduce delays but lack structured governance, while D risks insufficient control.
(Reference: ITIL 4 Strategist DPI, section on "Delegation of decision-making and governance structures")

NEW QUESTION # 20
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% reduction in number of complaints to the service desk by the end of the year
- B. Increase in wi-fi service reliability by the end of quarter 2
- C. 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3
- D. 5% increase in user satisfaction scores for the wi-fi service

Answer: C

Explanation:
SMART KPIs must beSpecific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific towi-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 byclear, objective performance outcomes, not just subjective satisfaction.
(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 21
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