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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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.
Topic 3	• 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.
Topic 4	• 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 5	• 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.
Topic 6	• 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 7	• 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.
Topic 8	• 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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q15-Q20):

NEW QUESTION # 15
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. 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3
- B. Increase in wi-fi service reliability by the end of quarter 2
- C. 5% increase in user satisfaction scores for the wi-fi service
- D. 5% reduction in number of complaints to the service desk by the end of the year

Answer: A

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 # 16
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. Increase average time to answer phones by 5%
- B. Reduce time to resolve the underlying cause of incidents
- C. 10% increase in calls resolved without escalation by end of the year
- D. Accelerate service request fulfilment by the end of quarter 2

Answer: C

Explanation:
DPI stresses that KPIs should directly measureprogress toward the defined success factor. Here, the success factor isimproved user satisfaction with the service desk. Increasing the number of calls resolvedwithout 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 # 17

An IT department is functioning as a service provider for the company it is a part of.
Which statement about this provider's governance is CORRECT?

- A. An internal service provider's governance is limited to external factors such as regulations and legislation
- B. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body
- C. An internal service provider is not subject to governance because they are part of the same company
- D. An internal service provider must use the service value system instead of governance

Answer: B

Explanation:
DPI clarifies that governance always comes from the organization's governing body. Internal service providers do not operate independently; they must follow the governance structures of the parent organization. They may only self-govern if explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false-governance always applies. Option D is misleading; the SVS supports governance, not replaces it.
(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

NEW QUESTION # 18

Which BEST describes a value stream?

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

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 # 19

A manager is planning which interfaces will be needed across the value stream when a new service is created.
Which of these steps should be carried out FIRST?

- A. Identify tools that will be used to develop and deploy the service
- B. Identify practices that will be used to create and manage the service
- C. Identify and involve stakeholders in the service
- D. Identify utility and warranty requirements for the service

Answer: C

Explanation:
According to DPI, the first step in value stream planning is to involve stakeholders. Stakeholders help identify requirements, expectations, and dependencies, ensuring the value stream design supports utility (fit for purpose) and warranty (fit for use). Tools and practices (A and B) come later, once needs are clarified.
Utility and warranty requirements (C) are critical, but they must be established with stakeholder input, not in isolation.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - stakeholder involvement in design")

NEW QUESTION # 20

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