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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q34-Q39):

NEW QUESTION # 34

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 utility and warranty requirements for the service
- C. Identify and involve stakeholders in the service
- D. Identify practices that will be used to create and manage 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 # 35

When planning a new service, which three factors should be considered when defining the value that the service will create?

- A. Efficiency, effectiveness, and outcomes
- B. Measures, methods, and metrics
- C. Goals, success factors, and key performance indicators
- D. Cost, risks, and outcomes

Answer: D

Explanation:

The DPI guidance highlights that value is defined by outcomes achieved, costs optimized, and risks reduced. When creating a new service, organizations must assess:

- * Costs (resources required to deliver the service),
- * Risks (potential threats to performance and adoption),
- * Outcomes (the results and benefits expected).

This reflects the ITIL service value system's definition of co-creating value between provider and consumer. (Reference: ITIL 4 Strategist DPI, section on "Value creation and value drivers")

NEW QUESTION # 36

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.

Which guiding principle are they applying?

- A. Focus on value
- B. Keep it simple and practical
- C. Think and work holistically
- D. Collaborate and promote visibility

Answer: D

Explanation:

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.

"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep

it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.
(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

NEW QUESTION # 37

What is the difference between a policy and a control?

- A. Policies focus on organizations and people, controls focus on information and technology
- **B. Policies are defined by governance, controls are defined by management**
- C. A control is a type of policy that directs staff behaviour
- D. A policy is a type of control that states what management expects

Answer: B

Explanation:

In ITIL 4 DPI, policies are the high-level expectations, rules, or guidelines that are defined by the organization's governing body. They establish the framework for decision-making and behaviour. Controls, on the other hand, are management mechanisms used to enforce policies and ensure compliance. Thus, policies come from governance, while controls are implemented by management to enforce those policies.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and guidelines - governance vs. management responsibilities")

NEW QUESTION # 38

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. 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**
- 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. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users

Answer: A

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 # 39

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








































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