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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q39-Q44):

### NEW QUESTION # 39

A service provider has experienced a number of problems with their cloud storage service that have caused service outages. Problem management has successfully identified the cause of each incident, but further improvements to the service are considered necessary.

Which is the BEST example of using the 'continual improvement model' to guide improvements to the service?

- A. Use the model to restore and recover the cloud storage service each time the service fails
- B. Use the model to assess and authorize changes to improve the cloud storage service
- C. Use the model to identify and compare improvements to the 'problem management' practice
- D. Use the model to identify and prioritize improvements to the cloud storage service

Answer: D

Explanation:

The continual improvement model is applied to evaluate, prioritize, and implement improvements across services, practices, and processes. Here, the focus is the cloud storage service, not just the practice of problem management. Option B reflects the model's purpose—identify improvement opportunities, assess priorities, and act to prevent recurrence of failures. Options A, C, and D misapply the model to either specific practices or operational recovery, not holistic improvement.

(Reference: ITIL 4 Strategist DPI, section on "Applying the continual improvement model to services and practices")

#### NEW QUESTION # 40

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

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

Answer: A

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 # 41

An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization.

Which is the BEST description of the team's role in this situation?

- A. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model
- B. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements
- C. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements
- D. The team should focus on the improvement of the 'continual improvement' practice

Answer: C

Explanation:

According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

#### NEW QUESTION # 42

A service provider is implementing a new self-service portal for users to request access to IT services. The portal will be made available to 5000 users across 50 sites.

Which is the BEST guidance for producing guidelines for users of the self-service portal?

- A. Provide guidelines for using the self-service portal for access requests to the service desk staff so that they can help users
- B. Circulate detailed guidelines to users for using the self-service portal to request access to IT services
- C. Produce simple guidelines for users of the self-service portal for access requests, making it clear who to contact for exceptions
- D. Provide guidelines outlining the difference from previous methods of requesting access to IT services

Answer: C

Explanation:

DPI and the guiding principle "Keep it simple and practical" stress that guidance should be clear, concise, and user-friendly. With 5000 users, simple guidelines prevent confusion and reduce support overhead. Explicit instructions on who to contact for exceptions ensure smooth adoption. Options A and D risk overwhelming users with detail, while B shifts responsibility to the service desk instead of empowering users. (Reference: ITIL 4 Strategist DPI, section on "Organizational change management - communication and adoption support")

#### NEW QUESTION # 43

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

**Answer: B**

Explanation:

DPI emphasizes governance by defining clear decision-making authority. High-risk or strategic decisions should remain with executives, but less critical decisions must be delegated through 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 # 44

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