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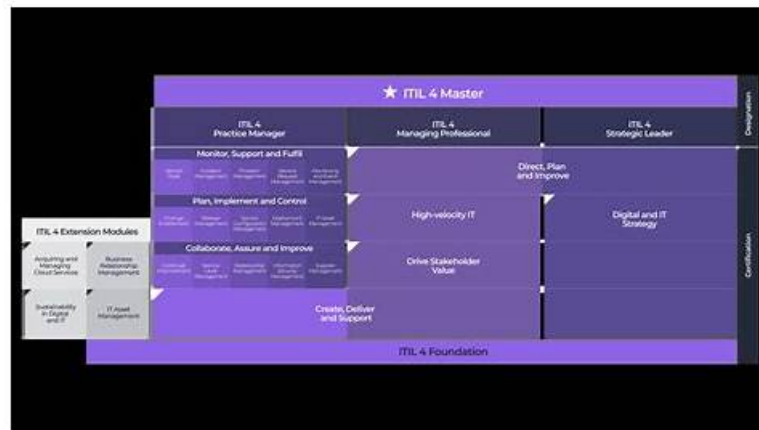
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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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 5	• 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 6	• 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.

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You get a specific amount of time per day to study, you have a job, need to go to the office daily, and take time to relax from the hectic work schedule. So, planning a long study schedule is not possible. Some people study while traveling to the office, some prefer to check the office breaks and some even take it to late-night study especially when they are left with little time to prepare ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI for certification exam. For this reason, we want to make your journey smooth by providing you with smart tips to make the most out of your ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI study material for the ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI certification programs and clear it in one go.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q24-Q29):

NEW QUESTION # 24
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. An evaluation of organizational constraints on the use of the toolset
- B. The techniques used to develop the service provider's strategy
- C. The risks to the toolset vendors of not selecting their product
- D. A description of how the guiding principles will be used to implement the toolset

Answer: A

Explanation:
DPI explains that a business case must include an evaluation 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 # 25
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 # 26

The IT organization of a large company has an existing improvement programme. Individual IT divisions have fully embraced continual improvement. The business has seen areas of improved performance, but the improvements do not last long.

Which action BEST maintains long-term improvement?

- A. Developing a value stream map for the continual improvement effort to better understand how it is working
- B. Establishing a strong governance capability to help build a culture of continual improvement
- C. Developing a business case for continual improvement and asking for support from senior management
- D. Starting all improvement efforts with a clear understanding of the current and desired future state

Answer: B

Explanation:

In DPI, sustainable continual improvement requires embedding it into the organization's governance structures. Governance ensures accountability, decision-making, and cultural reinforcement that prevents improvements from being short-lived. Option A is part of the continual improvement model but does not ensure sustainability. Option B helps with funding, not culture. Option D is useful for visualization but not long-term adoption. Only strong governance embeds continual improvement as an ongoing culture.
(Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

NEW QUESTION # 27

Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

- A. Operational
- B. Strategic
- C. Tactical
- D. Project

Answer: B

Explanation:

According to ITIL DPI, planning occurs at strategic, tactical, and operational levels. A strategic plan defines long-term direction, including multi-year infrastructure expansion that aligns with business goals. Tactical plans break this down into departmental objectives, while operational plans manage day-to-day execution.
Project plans are temporary and specific but not long-term vision documents.
(Reference: ITIL 4 Strategist DPI, section on "Planning levels - strategic, tactical, operational")

NEW QUESTION # 28

Which describes 'scope of control'?

- A. The set of risks that are owned and assessed by a department manager
- B. The extent to which a manager can direct the actions of team members
- C. The content of a service improvement plan
- D. The number of managers to whom an individual must provide regular reports

Answer: B

Explanation:

In DPI, scope of control refers to the authority and influence a manager has over people and activities. It defines how far their decision-making power extends-essential for ensuring clarity in governance and accountability. It is not about risks owned (B), reporting relationships (D), or specific improvement content (A).
(Reference: ITIL 4 Strategist DPI, section on "Governance structures - scope of control vs. span of control")

NEW QUESTION # 29

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