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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• Continual Improvement: This section of the exam measures skills of Compliance Officers and explores the principles of continual improvement. It encourages the use of data, feedback, and structured practices to enhance services and adapt processes over time.
Topic 4	• 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.
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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q20-Q25):

NEW QUESTION # 20
The manager of a team of highly skilled professionals often handles challenging problems personally in an effort to demonstrate expertise.
Which TWO are the MOST LIKELY consequences of this behaviour?
* Decisions take longer
* Employee morale improves
* Decisions are made quickly
* Employee morale suffers

- A. 3 and 4
- B. 1 and 4
- C. 1 and 2
- D. 2 and 3

Answer: B

Explanation:
DPI governance principles highlight that when managers centralize decisions and problem-solving, it creates bottlenecks(delays in decision-making) and reduces team empowerment, leading to lower morale. Thus, options 1 (decisions take longer) and 4 (employee morale suffers) are the consequences. The behaviour undermines delegation of authority and staff empowerment, which DPI stresses as essential for effective governance and oversight.
(Reference: ITIL 4 Strategist DPI, section on "Delegation of authority and empowerment of teams")

NEW QUESTION # 21
Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- A. Improvement
- B. Vision
- C. Planning
- D. Direction

Answer: A

Explanation:
The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement-using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.
(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

NEW QUESTION # 22
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 practices that will be used to create and manage the service

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

Answer: D

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 # 23

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

Answer: B

Explanation:
In DPI, effective OCM requires equipping managers with tools and methods to gather feedback and support their teams. This enables direct two-way communication and trust-building. Options A, B, and C are one-way communication or indirect channels, which limit genuine feedback. DPI emphasizes that line managers are closest to employees and 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 # 24

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. Ensure that technical decisions are made by the operational staff who can define the risks
- B. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions
- 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: 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 # 25

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