

# ITIL4-DPI Valid Exam Experience, ITIL4-DPI Practice Engine



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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Governance and Compliance:</b> 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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Service Performance Metrics:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Planning:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Communication and Collaboration:</b> 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.</li> </ul>

Topic 5	<ul style="list-style-type: none"> <li>• <b>Risk Management:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Value Stream Mapping:</b> 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.</li> </ul>

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

#### NEW QUESTION # 34

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives.

How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Put compliance controls in place to ensure that all centres of expertise are following the same practices
- B. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- **C. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above**
- D. Collect feedback from both organizational and IT leadership from each region

**Answer: C**

Explanation:

In DPI, alignment is achieved through cascading objectives: breaking down high-level organizational goals into increasingly detailed objectives at each layer of the organization. This ensures that every division, team, and activity is aligned to the overall strategic vision. Compliance controls (A) only enforce uniformity, not alignment. Risk prioritization (B) is important but narrower in scope. Collecting feedback (D) helps communication but does not ensure systematic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment of organizational layers")

#### NEW QUESTION # 35

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

- \* Modify the application to automatically add the current date and time when a transaction is entered
- \* Establish a communication plan to remind users of the importance of including the date and time on transactions
- \* Develop a goals cascade so that all staff know their role in achieving company goals
- \* Create a report showing non-compliant records and take appropriate action to correct them

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

**Answer: B**

Explanation:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto-capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.

(Reference: ITIL 4 Strategist DPI, section on "Controls - preventive and detective mechanisms in governance")

#### NEW QUESTION # 36

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 upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues
- **B. 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**
- C. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- D. Explain the benefits to customers in an email; hold discussions with users to explain the changes

**Answer: B**

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 # 37

Which describes 'scope of control'?

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

**Answer: A**

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 # 38

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

**Answer: C**

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 # 39

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