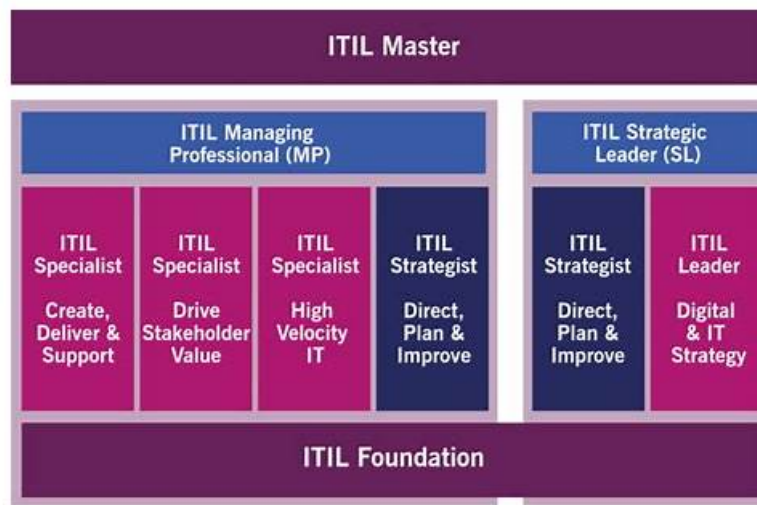# New ITIL4-DPI Test Guide - Free PDF 2026 First-grade ITIL4-DPI: ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Format

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q26-Q31):

NEW QUESTION # 26
An organization is transitioning to a new customer relationship management (CRM) system with the aim of expanding its customer base and increasing customer retention. The new cloud-based system will be used both internally and by an outsourced call centre. This high-cost, high-priority initiative has many critics who are concerned with lack of resources.
Which stakeholder's support for this initiative is MOST needed to obtain necessary resources and overcome concerns?

- A. Call Centre Manager

- B. Information Security Manager
- C. Service Level Manager
- D. Director of Sales

Answer: D

Explanation:
In ITIL 4 DPI,governance ensures that high-cost, high-priority initiatives align with strategic direction.
For initiatives that affectcustomer base and retention,executive sponsorship is crucialto secure resources and overcome resistance.
TheDirector of Salesis the key stakeholder since this system directly impacts sales growth and customer management. While service level, security, and call centre roles are important operationally, only executive-level oversight ensures the initiative is prioritized and funded.
(Reference: ITIL 4 Strategist DPI, section on "Governance at multiple levels - Strategic oversight and sponsorship")

NEW QUESTION # 27
When planning a new service, which three factors should be considered when defining the value that the service will create?

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

Answer: C

Explanation:
The DPI guidance highlights thatvalue 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 # 28
A project team recently delivered a new service on time and to specification. However, the team encountered a number of issues during the project that resulted in an increase in the resources utilized. The project is about to close and the project team will immediately move on to the next project.
Which is the BEST way to avoid similar issues in the future?

- A. Develop a stakeholder communication plan before starting the next project
- B. Conduct a customer satisfaction analysis at the end of the project
- C. Complete a SWOT analysis before starting the next project
- D. Create a lessons learned report when closing the project

Answer: D

Explanation:
In DPI, thecontinual improvement modelstresses the importance ofcapturing lessons learnedto ensure that successes and failures inform future work. By creating alessons learned reportduring project closure, the organization systematically records challenges, inefficiencies, and solutions. This enables organizational learning and prevents repeating mistakes. SWOT (B) and communication planning (D) are useful tools, but they do not directly address past project issues. Customer satisfaction analysis (C) focuses on user experience, not internal resource challenges.
(Reference: ITIL 4 Strategist DPI, section on "Continual improvement feedback and learning loops")

NEW QUESTION # 29
A service provider is improving its 'service desk' practice and has established the success factor:"improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. 10% increase in calls resolved without escalation by end of the year
- B. Increase average time to answer phones by 5%
- C. Accelerate service request fulfilment by the end of quarter 2
- D. Reduce time to resolve the underlying cause of incidents

Answer: A

Explanation:
DPI stresses that KPIs should directly measureprogress toward the defined success factor. Here, the success factor isimproved user satisfaction with the service desk. Increasing the number of calls resolvedwithout escalation(Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.
(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 30
An IT department is functioning as a service provider for the company it is a part of.
Which statement about this provider's governance is CORRECT?

- A. An internal service provider is not subject to governance because they are part of the same company
- B. An internal service provider must use the service value system instead of governance
- C. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body
- D. An internal service provider's governance is limited to external factors such as regulations and legislation

Answer: C

Explanation:
DPI clarifies thatgovernance always comes from the organization's governing body. Internal service providers do not operate independently; they must follow the governance structures of the parent organization. They may only self-governif explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false-governance always applies. Option D is misleading; theSVS supports governance, not replaces it.
(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

NEW QUESTION # 31
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