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ITIL 4 Questions and Answers

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ITIL ITIL4-DPI Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none">• 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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| Topic 2 | <ul style="list-style-type: none"> • Planning: 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. |
| Topic 3 | <ul style="list-style-type: none"> • 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 4 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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. |

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q14-Q19):

NEW QUESTION # 14

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

Answer: B

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 ensures 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 # 15

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 number of managers to whom an individual must provide regular reports
- D. The content of a service improvement plan

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 # 16

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

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

Answer: B

Explanation:

The DPI guidance highlights that value 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 # 17

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's governance is limited to external factors such as regulations and legislation
- **D. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body**

Answer: D

Explanation:

DPI clarifies that governance 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-govern if explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false - governance always applies. Option D is misleading; the SVS supports governance, not replaces it.

(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

NEW QUESTION # 18

Which BEST describes the relationship between planning and risk?

- A. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- B. Planning is a high-level function, risk management is a tactical activity
- **C. Planning should always consider risks and how to mitigate them**
- D. Risk management is the exclusive domain of dedicated risk managers

Answer: C

Explanation:

In DPI, planning and risk management are inseparable. Every plan should consider uncertainties and include mitigation strategies.

Option B captures this integration directly. Option A is misleading: both planning and risk management happen at all levels. Option C partially reflects the relationship but is incomplete. Option D contradicts DPI guidance: risk management is an organizational

(Reference: ITIL 4 Strategist DPI, section on "Integration of planning and risk management")

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