# Exam ITIL4-DPI Introduction, Reliable ITIL4-DPI Test Price



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## ITIL ITIL4-DPI Exam Syllabus Topics:

| Topic | Details |
|-------|---------|
| Topic 1 | • 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 2 | • 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 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. |

>> Exam ITIL4-DPI Introduction <<

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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q21-

# Q26):

**NEW QUESTION # 21**
Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

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

**Answer: C**

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 # 22**
An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.
Which guiding principle are they applying?

- A. Think and work holistically
- B. Collaborate and promote visibility
- C. Focus on value
- D. Keep it simple and practical

**Answer: B**

Explanation:
The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.
"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.
(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

**NEW QUESTION # 23**
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. 1 and 2
- B. 2 and 3
- C. 1 and 4
- D. 3 and 4

**Answer: C**

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 # 24**

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

**Answer: C**

Explanation:
In DPI, the continual improvement model stresses the importance of capturing lessons learned to ensure that successes and failures inform future work. By creating a lessons learned report during 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 # 25**

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

**Answer: D**

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 # 26**

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