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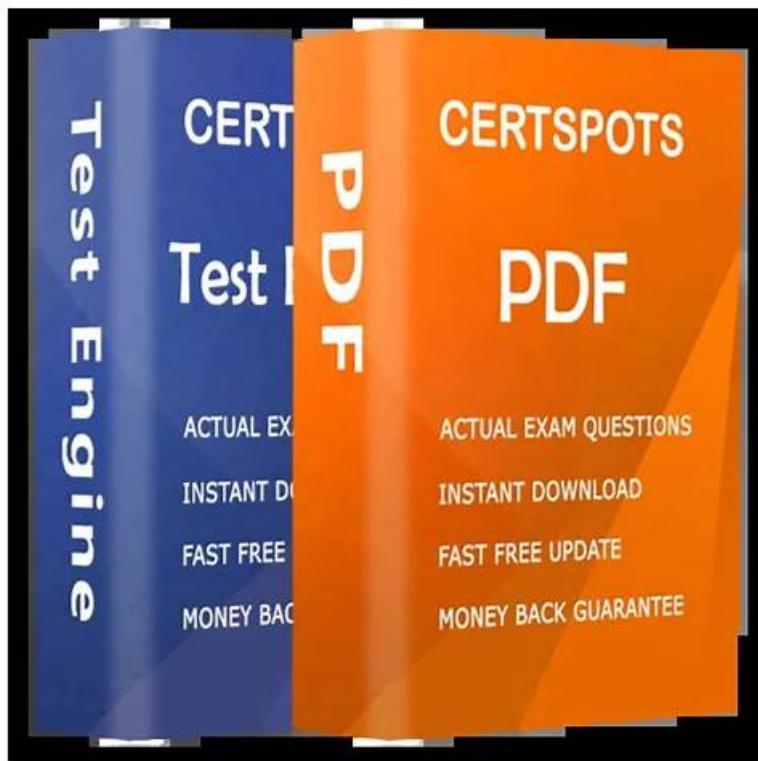
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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• Service Performance Metrics: 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.
Topic 4	• 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 5	• 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 6	• 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.

Pass Guaranteed Quiz 2026 ITIL ITIL4-DPI: Useful ITIL 4 Strategist: Direct, Plan and Improve (DPI) Valid Dumps Book

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q13-Q18):

NEW QUESTION # 13
The IT organization of a large company has an existing improvement programme. Individual IT divisions have fully embraced continual improvement. The business has seen areas of improved performance, but the improvements do not last long.
Which action BEST maintains long-term improvement?

- A. Establishing a strong governance capability to help build a culture of continual improvement
- B. Developing a business case for continual improvement and asking for support from senior management
- C. Starting all improvement efforts with a clear understanding of the current and desired future state
- D. Developing a value stream map for the continual improvement effort to better understand how it is working

Answer: A

Explanation:
In DPI, sustainable continual improvement requires embedding it into the organization's governance structures. Governance ensures accountability, decision-making, and cultural reinforcement that prevents improvements from being short-lived. Option A is part of the continual improvement model but does not ensure sustainability. Option B helps with funding, not culture. Option D is useful for visualization but not long-term adoption. Only strong governance embeds continual improvement as an ongoing culture.
(Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

NEW QUESTION # 14
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 # 15

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

Answer: B

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 # 16

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. Allow people to make decisions about their work, and use training and automation to mitigate the risks
- B. Ensure that technical decisions are made by the operational staff who can define the risks
- C. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions
- D. Refer decisions to line managers, who will escalate cases to the executive group when appropriate

Answer: C

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 # 17

An internal service provider is creating a business case to justify the purchase of a new service management toolset. The business case includes several options from multiple vendors.
Which is MOST important to include in the business case?

- A. The risks to the toolset vendors of not selecting their product
- B. A description of how the guiding principles will be used to implement the toolset
- C. The techniques used to develop the service provider's strategy
- D. An evaluation of organizational constraints on the use of the toolset

Answer: D

Explanation:
DPI explains that a business case must include an evaluation of constraints (financial, technical, cultural, and organizational) that might affect adoption of the solution. This ensures feasibility and realistic planning.
Option A (strategy techniques) is irrelevant here. Option B is vendor-focused, not organizational. Option D (guiding principles) supports implementation but is not central to justifying the case.
(Reference: ITIL 4 Strategist DPI, section on "Business cases - evaluating options and constraints")

NEW QUESTION # 18

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