# New Released ITIL ITIL4-DPI Questions Verified by Experts [2026]



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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 | • 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 | • 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 | • 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. |

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## Free PDF 2026 ITIL ITIL4-DPI: ITIL 4 Strategist: Direct, Plan and Improve (DPI) –Trustable Valid Test Forum

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

# Q26):

## NEW QUESTION # 21

An internet service provider has recently acquired a smaller competitor and has performed an analysis of internal and external factors affecting both companies. The competitor was acquired because of their popularity in the market due to excellent service levels. The management are about to integrate the staff and practices of the two organizations and would like to ensure that this is successful. Which assessment method is BEST for them to adopt?

- A. Customer/user satisfaction
- B. Change readiness
- C. SLA achievement
- D. Strengths, weaknesses, opportunities, threats (SWOT)

**Answer: D**

Explanation:
DPI highlightsSWOT analysisas a key assessment tool for mergers, acquisitions, or major integrations.
SWOT helps organizations understandinternal capabilities (strengths/weaknesses)andexternal market factors (opportunities/threats). This is critical when combining practices and cultures to ensure strengths are leveraged and weaknesses are mitigated. Customer satisfaction (B) and SLA analysis (D) are narrow operational measures. Change readiness (C) is useful but does not fully assess strategic alignment.
(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - SWOT analysis in organizational change")

## NEW QUESTION # 22

A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.
What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Initiate a discussion with the support group to understand their preferred method of communication
- B. Inform the support team that they will receive regular email updates
- C. Use the same method of communication as agreed with all project stakeholders
- D. Agree a method for involving the support team in financial decisions

**Answer: A**

Explanation:
DPI's OCM guidance emphasizesengaging stakeholders earlyand ensuring communication methods are tailored to their needs. By first discussing preferred communication methods with the remote support team (B), the organization ensures their active involvement and reduces the risk of disengagement. Option A is one- way communication. Option C is irrelevant (they don't make financial decisions). Option D assumes one-size- fits-all, which contradicts DPI's principle ofstakeholder-specific communication.
(Reference: ITIL 4 Strategist DPI, section on "OCM - stakeholder engagement and communication planning")

## NEW QUESTION # 23

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

**Answer: D**

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 ontimely, consistent, and role- appropriate communication.
(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")


## NEW QUESTION # 24

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's governance is limited to external factors such as regulations and legislation
- 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 must use the service value system instead of governance

**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 # 25

Which is a result of an organization following the local laws of a country where it operates?

- A. Improved compliance
- B. Increased risk
- C. Improved governance
- D. Increased value

**Answer: A**

Explanation:
DPI highlights thatcompliancerefers to meetinglegal, regulatory, and policy requirements. By following local laws, the organization ensuresimproved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.
(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")


## NEW QUESTION # 26

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