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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Governance and Compliance:</b> 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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Communication and Collaboration:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Service Performance Metrics:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Planning:</b> 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.</li> </ul>

## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q28-Q33):

### NEW QUESTION # 28

A CIO has made value stream mapping a key part of an IT improvement effort. A value stream map for existing services is being developed.

Which approach would produce the BEST results?

- A. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream
- B. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- **C. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement**
- D. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements

**Answer: C**

Explanation:

According to DPI, value stream mapping is collaborative. Stakeholders must work together to identify inefficiencies, optimize flow, and agree on metrics to measure improvement. Option A removes staff engagement, leading to resistance. Option B limits collaboration to documentation, not co-design. Option C addresses change attitudes, not mapping effectiveness. Collaboration + waste elimination + measurement (Option D) reflects Lean/Agile influence in DPI.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - collaborative optimization")

### NEW QUESTION # 29

A company is starting a digital transformation effort that will require significant changes in how IT operates.

The CIO hired consultants to assess the IT department, and they identified a number of improvements that would increase customer value.

Which approach would BEST prioritize improvement outcomes?

- A. Prioritize outcomes that impact staff the least, which will help staff develop confidence in making improvements
- B. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements
- C. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources
- **D. Prioritize outcomes that move the organization closer to its vision, which will maximize value for all stakeholders**

**Answer: D**

Explanation:

DPI emphasizes that improvements should be prioritized based on strategic alignment with the organizational vision. This ensures that the most valuable outcomes are delivered first, maximizing stakeholder benefit. While "quick wins" (A), minimizing staff disruption (B), and waste reduction (D) are important considerations, they are secondary to moving closer to the strategic vision. (Reference: ITIL 4 Strategist DPI, section on "Prioritizing improvements - alignment with vision and strategy")

### NEW QUESTION # 30

A service provider has established the success factor of "improved availability of wi-fi service." Using the SMART model, which is the BEST key performance indicator to use to measure this?

- A. 5% increase in user satisfaction scores for the wi-fi service
- **B. 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3**
- C. Increase in wi-fi service reliability by the end of quarter 2
- D. 5% reduction in number of complaints to the service desk by the end of the year

**Answer: B**

Explanation:

SMART KPIs must be Specific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific to wi-fi availability, measurable (10% increase), achievable, relevant, and time-bound (by end of Q3). Options B and C measure perceptions (complaints/satisfaction) but are indirect. Option D lacks a measurable percentage or defined metric. DPI stresses that success factors should be measured by clear, objective performance outcomes, not just subjective satisfaction. (Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

### NEW QUESTION # 31

Which BEST describes the relationship between planning and risk?

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

**Answer: D**

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 responsibility, not just for specialists. (Reference: ITIL 4 Strategist DPI, section on "Integration of planning and risk management")

### NEW QUESTION # 32

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. Circulate detailed guidelines to users for using the self-service portal to request 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. Provide guidelines outlining the difference from previous methods of requesting 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 how to contact for exceptions ensure 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 # 33**

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) exam practice questions play a crucial role in ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI exam preparation and give you insights into the ITIL 4 Strategist: Direct, Plan and Improve (DPI) exam view. You are aware of the ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI exam topics, structure, and a number of the questions that you will face in the upcoming ITIL 4 Strategist: Direct, Plan and Improve (DPI) ITIL4-DPI Exam. You can evaluate your Salesforce ITIL 4 Strategist: Direct, Plan and Improve (DPI) exam preparation performance and work on the weak topic areas. But here is the problem where you will get ITIL 4 Strategist: Direct, Plan and Improve (DPI) exam questions.

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