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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.

- **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.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q35-Q40):

NEW QUESTION # 35

A service provider has experienced a number of problems with their cloud storage service that have caused service outages. Problem management has successfully identified the cause of each incident, but further improvements to the service are considered necessary.

Which is the BEST example of using the 'continual improvement model' to guide improvements to the service?

- **A. Use the model to identify and prioritize improvements to the cloud storage service**
- B. Use the model to restore and recover the cloud storage service each time the service fails
- C. Use the model to identify and compare improvements to the 'problem management' practice
- D. Use the model to assess and authorize changes to improve the cloud storage service

Answer: A

Explanation:

The continual improvement model is applied to evaluate, prioritize, and implement improvements across services, practices, and processes. Here, the focus is the cloud storage service, not just the practice of problem management. Option B reflects the model's purpose—identify improvement opportunities, assess priorities, and act to prevent recurrence of failures. Options A, C, and D misapply the model to either specific practices or operational recovery, not holistic improvement.

(Reference: ITIL 4 Strategist DPI, section on "Applying the continual improvement model to services and practices")

NEW QUESTION # 36

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. 1 and 4**
- C. 3 and 4
- D. 2 and 3

Answer: B

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 # 37

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 should always consider risks and how to mitigate them**
- C. Planning is a high-level function, risk management is a tactical activity

- D. Risk management is the exclusive domain of dedicated risk managers

Answer: B

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 # 38

What is the difference between a policy and a control?

- A. Policies are defined by governance, controls are defined by management
- B. A policy is a type of control that states what management expects
- C. A control is a type of policy that directs staff behaviour
- D. Policies focus on organizations and people, controls focus on information and technology

Answer: A

Explanation:

In ITIL 4 DPI, policies are the high-level expectations, rules, or guidelines that are defined by the organization's governing body. They establish the framework for decision-making and behaviour. Controls, on the other hand, are management mechanisms used to enforce policies and ensure compliance. Thus, policies come from governance, while controls are implemented by management to enforce those policies.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and guidelines - governance vs. management responsibilities")

NEW QUESTION # 39

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

Answer: D

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 # 40

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