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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Value Stream Mapping: This section of the exam measures skills of Compliance Officers and covers the use of value stream mapping. It shows how identifying process inefficiencies and improving workflows can optimize the overall delivery of value.
Topic 3	• 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 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.
Topic 5	• 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 6	• 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 7	• 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 8	• 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.

Cert ITIL4-DPI Exam & Valid ITIL4-DPI Exam Answers

The evergreen field of ITIL is so attractive that it provides non-stop possibilities for the one who passes the ITIL ITIL4-DPI exam. So, to be there on top of the ITIL sector, earning the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) certification is essential. Because of using outdated ITIL4-DPI study material, many candidates don't get success in the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam and lose their resources.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q26-Q31):

NEW QUESTION # 26
An organization uses an external service provider to develop and support a critical application. They have asked the supplier to make improvements as users have been complaining that the application is difficult to use.
What would be a suitable SMART KPI for measuring this improvement?

- A. Usability of the application evaluated by the application manager improves from "poor" to "good" over the next six months
- B. A significant number of user interface improvements implemented over the next six months
- C. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months
- D. Customer satisfaction with the application measured by using net promoter score increases by 5% each year

Answer: C

Explanation:
In DPI, KPIs must be SMART (Specific, Measurable, Achievable, Relevant, Time-bound). Option B is the only one that fully meets SMART criteria:
* Specific (user satisfaction with the application),
* Measurable (30% increase),
* Achievable (reasonable improvement target),
* Relevant (directly tied to usability),
* Time-bound (six months).
Options A and D lack measurable objectivity, while C is too broad and long-term.
(Reference: ITIL 4 Strategist DPI, section on "Measurement and reporting - setting SMART objectives and KPIs")

NEW QUESTION # 27
Which BEST describes a value stream?

- A. Steps that add value to a unit of work being processed in the service value chain
- B. A structured approach to organizational change, so that staff members feel valued
- C. The way an organization applies specific resources to tasks
- D. A flexible and simple guide that supports improvement initiatives

Answer: A

Explanation:
DPI defines a value stream as "a series of steps an organization undertakes to create and deliver products and services to consumers." It describes how value is created and flows through the service value chain. Option A directly reflects this definition. Options B, C, and D refer to resources, guidance, or change management, not the definition of value streams.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - definition and purpose")

NEW QUESTION # 28
An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives.
How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Put compliance controls in place to ensure that all centres of expertise are following the same practices
- B. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- C. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- D. Collect feedback from both organizational and IT leadership from each region

Answer: B

Explanation:
In DPI, alignment is achieved through cascading objectives: breaking down high-level organizational goals into increasingly detailed objectives at each layer of the organization. This ensures that every division, team, and activity is aligned to the overall strategic vision. Compliance controls (A) only enforce uniformity, not alignment. Risk prioritization (B) is important but narrower in scope. Collecting feedback (D) helps communication but does not ensure systematic alignment.
(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment of organizational layers")

NEW QUESTION # 29
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 # 30
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 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. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream

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 # 31
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