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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none"> • 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 3	<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 4	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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.

ITIL4-DPI Test Questions Vce | ITIL4-DPI Exam Overview

Valid ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) dumps of PrepAwayExam are reliable because they are original and will help you pass the ITIL4-DPI certification test on your first attempt. We are sure that our ITIL4-DPI updated questions will enable you to crack the ITIL ITIL4-DPI test in one go. By giving you the knowledge you need to ace the ITIL4-DPI Exam in one sitting, our ITIL4-DPI exam dumps help you make the most of the time you spend preparing for the test. Download our updated and real ITIL questions right away rather than delaying.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q15-Q20):

NEW QUESTION # 15

A service provider has developed a strategy to increase its revenue by launching a new cloud storage service. This strategy is being cascaded down to the technical teams.

Which is a relevant objective that will support the strategy?

- A. Achieve a 10% increase in service requests fulfilled in the target time
- B. Increase profit by launching new wi-fi services into new geographic markets
- **C. Design and implement new infrastructure by the end of quarter 2**
- D. Average number of storage access failures per month

Answer: C

Explanation:

ITIL DPI emphasizes that objectives must cascade logically from strategy into actionable plans. Since the strategic goal is to launch a new cloud storage service, the technical objective must directly support that initiative. "Design and implement new infrastructure by the end of quarter 2" is aligned, measurable, and time-bound. The other options either do not directly relate to the cloud service (B, C) or are ongoing operational metrics (A), not strategic enablers.

(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment with strategy")

NEW QUESTION # 16

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- B. Implement the policy for service desk staff before informing other affected support teams
- **C. Ensure that all teams involved in incident resolution collaborate in the development of the policy**
- D. Ensure that any identified exceptions are excluded from the policy to improve clarity

Answer: C

Explanation:

DPI emphasizes that policies must be co-created and supported across all stakeholders to be effective. By ensuring all teams involved in incident resolution collaborate in developing the policy, the organization promotes buy-in, shared ownership, and alignment. Excluding exceptions (A) may cause operational issues, C undermines collaboration, and D risks overcomplication. Collaborative design is a principle of both OCM and DPI governance.

(Reference: ITIL 4 Strategist DPI, section on "Policy creation - stakeholder involvement and collaboration")

NEW QUESTION # 17

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. Complete a SWOT analysis before starting the next project
- **B. Create a lessons learned report when closing the project**

- C. Develop a stakeholder communication plan before starting the next project
- D. Conduct a customer satisfaction analysis at the end of the project

Answer: B

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 # 18

What is the difference between a policy and a control?

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

Answer: D

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 # 19

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

Answer: B

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 # 20

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