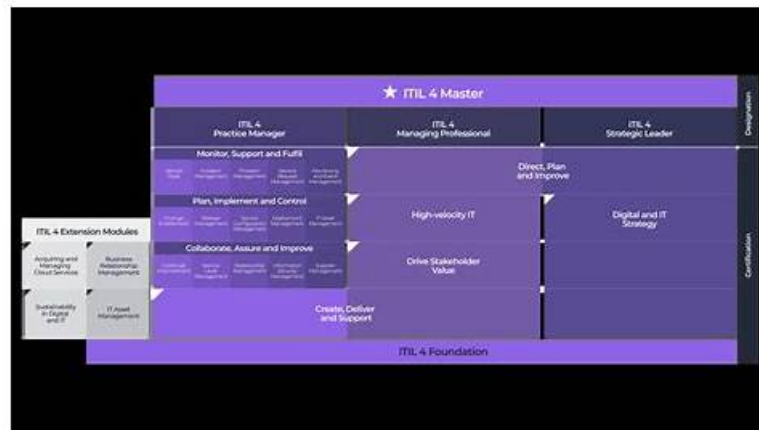# 100% ITIL4-DPI Exam Coverage - Valid ITIL4-DPI Exam Pass4sure



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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q14-Q19):

NEW QUESTION # 14
Which statement describes the influence of services on service consumers' outcomes, costs, and risks?

- A. The key benefit of services is to reduce costs and risks
- B. Services remove risks from service consumers without introducing new ones
- C. A service should introduce fewer costs than it removes
- D. Services can negatively affect some outcomes while supporting others

**Answer: D**

Explanation:
DPI explains that services influence consumer outcomes, costs, and risks in complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services can support some outcomes and negatively affect others. They never remove all

risks (contradicts B), cost reduction is not the sole benefit (contradicts C), and D oversimplifies the cost-value relationship.
(Reference: ITIL 4 Strategist DPI, section on "Understanding value, outcomes, costs, and risks")

## NEW QUESTION # 15

A retailer is considering introducing a new virtual reality feature to its online presence. Recognizing this is a significant effort requiring new skills and technology, the CIO has asked the operations manager to assess the impact to the organization.
Which assessment method would work BEST in this situation?

- A. Process maturity assessment
- B. SLA achievement analysis
- C. Gap analysis
- D. Customer satisfaction analysis

**Answer: C**

Explanation:
In ITIL DPI, gap analysis is used to compare the current state against the desired future state. Since the retailer is adopting new technology and skills, gap analysis identifies capability shortfalls and resource needs to support the change. Customer satisfaction analysis (A) and SLA analysis (C) measure service performance, not organizational readiness. Process maturity assessment (D) examines process capability but not the holistic gap to achieve new capabilities.
(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - gap analysis for change initiatives")

## NEW QUESTION # 16

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. Conduct a customer satisfaction analysis at the end of the project
- B. Create a lessons learned report when closing the project
- C. Complete a SWOT analysis before starting the next project
- D. Develop a stakeholder communication plan before starting the next 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 # 17

A small service provider is experiencing growth and success. Currently, all important decisions are made by a small executive group. This creates delays because some members of the group are often unavailable.
Which is the BEST approach for establishing an authority structure for decision-making within the service provider organization?

- A. Refer decisions to line managers, who will escalate cases to the executive group when appropriate
- B. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions
- C. Ensure that technical decisions are made by the operational staff who can define the risks
- D. Allow people to make decisions about their work, and use training and automation to mitigate the risks

**Answer: B**

Explanation:
DPI emphasizes governance by defining clear decision-making authority. High-risk or strategic decisions should remain with executives, but less critical decisions must be delegated through policies to appropriate levels of management. This prevents

bottlenecks and ensures accountability while balancing governance oversight. Options A and B may reduce delays but lack structured governance, while D risks insufficient control.
(Reference: ITIL 4 Strategist DPI, section on "Delegation of decision-making and governance structures")

**NEW QUESTION # 18**
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. 2 and 3
- C. 1 and 4
- D. 3 and 4

**Answer: C**

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 # 19**
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