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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q16-Q21):

NEW QUESTION # 16
Which is a result of an organization following the local laws of a country where it operates?

- A. Improved governance
- B. Improved compliance
- C. Increased value
- D. Increased risk

Answer: B

Explanation:

DPI highlights thatcompliancerefers to meetinglegal, regulatory, and policy requirements. By following local laws, the organization ensuresimproved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.

(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")

NEW QUESTION # 17

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it.

Which organizational change management requirement does this MOST contribute to?

- A. Strong and committed leadership
- B. Sustained improvement
- C. Clear and relevant objectives
- D. Willing and prepared participants

Answer: D

Explanation:

DPI emphasizes thatOCM must create willing and prepared participantsby providing clarity on the change's purpose and encouraging open discussion. This builds trust, reduces resistance, and increases engagement. Objectives (A) and leadership (B) are important but are managerial aspects, not participant readiness. Sustained improvement (D) occurs later. The direct outcome of early communication and dialogue isprepared participants.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - preparing participants")

NEW QUESTION # 18

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

Answer: B

Explanation:

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

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

NEW QUESTION # 19

An organization is mapping a value stream for an IT service. In the current map, the same activity is repeated multiple times. When identifying opportunities to remove waste from the value streams, it has been determined that several days could be removed from the delivery time by eliminating repeated work.

What is this an example of?

- A. Cascading goals through the organization
- B. Establishing clear objectives for assessments
- C. Building value chains on effective practices
- D. Optimizing a workflow through the organization

Answer: D

Explanation:
In DPI, value stream mapping identifies bottlenecks, redundancies, and delays. Eliminating repeated activities to save time is an example of workflow optimization (Option C). This reflects Lean principles embedded in DPI - improving flow, reducing waste, and enhancing efficiency. Cascading goals (A), effective practices (B), and objectives for assessments (D) are unrelated to workflow waste elimination.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - optimizing workflow and eliminating waste")

NEW QUESTION # 20

In an organization, IT teams are working on documented, structured, and systematic processes for all customer-facing work. Which concept is this an example of?

- A. A method
- B. A control
- C. A risk
- D. A balanced scorecard

Answer: A

Explanation:
In DPI, a method is defined as a structured and systematic approach to performing work, ensuring consistency and repeatability. Documented processes for customer-facing work represent methods applied to service management. A control is something put in place to manage risk, a balanced scorecard is a performance measurement tool, and a risk is a potential event. Hence, "method" is the correct categorization.
(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and methods")

NEW QUESTION # 21

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