

ITIL4-DPI Prep Guide & Test ITIL4-DPI Practice



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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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">• 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 4	<ul style="list-style-type: none">• 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 5	<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 6	<ul style="list-style-type: none">• 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.
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>> ITIL4-DPI Prep Guide <<

High Effective ITIL 4 Strategist: Direct, Plan and Improve (DPI) Test Torrent Make the Most of Your Free Time

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q40-Q45):

NEW QUESTION # 40

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. Collect feedback from both organizational and IT leadership from each region
- C. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- D. Prioritize risk mitigation strategies in alignment with the organization's risk appetite

Answer: C

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 # 41

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

Answer: B

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 # 42

A service provider is improving its 'service desk' practice and has established the success factor: "improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. Accelerate service request fulfilment by the end of quarter 2
- B. Increase average time to answer phones by 5%
- C. 10% increase in calls resolved without escalation by end of the year
- D. Reduce time to resolve the underlying cause of incidents

Answer: C

Explanation:

DPI stresses that KPIs should directly measure progress toward the defined success factor. Here, the success factor is improved user satisfaction with the service desk. Increasing the number of calls resolved without escalation (Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.

(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 43

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

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 # 44

A company has a new, global line of business that has changed how the IT department supports the systems.

Recognizing the need for two-way communication for the required changes, IT managers need better ways of obtaining feedback.

Which describes the BEST approach for establishing effective feedback channels?

- A. Publish a printed weekly newsletter that clearly and consistently communicates change
- B. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns
- C. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- D. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff

Answer: C

Explanation:

DPI emphasizes using existing, familiar, and effective communication channels to encourage staff feedback and engagement. By leveraging collaboration tools that teams already use (Option A), managers minimize resistance and maximize participation. Option B is localized and limited in scale. Option C delays feedback until a project is implemented. Option D is one-way communication, not interactive.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and feedback channels")

NEW QUESTION # 45

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