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ITIL 4 Foundation

462 Real Exam Question and Answers



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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q33-Q38):

NEW QUESTION # 33

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

Answer: C

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 # 34

An IT department is functioning as a service provider for the company it is a part of. Which statement about this provider's governance is CORRECT?

- A. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body
- B. An internal service provider is not subject to governance because they are part of the same company
- C. An internal service provider's governance is limited to external factors such as regulations and legislation
- D. An internal service provider must use the service value system instead of governance

Answer: A

Explanation:

DPI clarifies that governance always comes from the organization's governing body. Internal service providers do not operate independently; they must follow the governance structures of the parent organization. They may only self-govern if explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false - governance always applies. Option D is misleading; the SVS supports governance, not replaces it.

(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

NEW QUESTION # 35

When planning a new service, which three factors should be considered when defining the value that the service will create?

- A. Cost, risks, and outcomes
- B. Efficiency, effectiveness, and outcomes
- C. Measures, methods, and metrics
- D. Goals, success factors, and key performance indicators

Answer: A

Explanation:

The DPI guidance highlights that value is defined by outcomes achieved, costs optimized, and risks reduced. When creating a new service, organizations must assess:

- * Costs (resources required to deliver the service),
- * Risks (potential threats to performance and adoption),
- * Outcomes (the results and benefits expected).

This reflects the ITIL service value system's definition of co-creating value between provider and consumer.

(Reference: ITIL 4 Strategist DPI, section on "Value creation and value drivers")

NEW QUESTION # 36

A manager is planning which interfaces will be needed across the value stream when a new service is created. Which of these steps should be carried out FIRST?

- A. Identify tools that will be used to develop and deploy the service
- B. Identify practices that will be used to create and manage the service
- C. Identify and involve stakeholders in the service
- D. Identify utility and warranty requirements for the service

Answer: C

Explanation:

According to DPI, the first step in value stream planning is to involve stakeholders. Stakeholders help identify requirements, expectations, and dependencies, ensuring the value stream design supports utility (fit for purpose) and warranty (fit for use). Tools

and practices (A and B) come later, once needs are clarified.

Utility and warranty requirements (C) are critical, but they must be established with stakeholder input, not in isolation. (Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - stakeholder involvement in design")

NEW QUESTION # 37

An internal service provider is creating a business case to justify the purchase of a new service management toolset. The business case includes several options from multiple vendors.

Which is MOST important to include in the business case?

- A. A description of how the guiding principles will be used to implement the toolset
- B. The risks to the toolset vendors of not selecting their product
- **C. An evaluation of organizational constraints on the use of the toolset**
- D. The techniques used to develop the service provider's strategy

Answer: C

Explanation:

DPI explains that a business case must include an evaluation of constraints (financial, technical, cultural, and organizational) that might affect adoption of the solution. This ensures feasibility and realistic planning.

Option A (strategy techniques) is irrelevant here. Option B is vendor-focused, not organizational. Option D (guiding principles) supports implementation but is not central to justifying the case.

(Reference: ITIL 4 Strategist DPI, section on "Business cases - evaluating options and constraints")

NEW QUESTION # 38

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