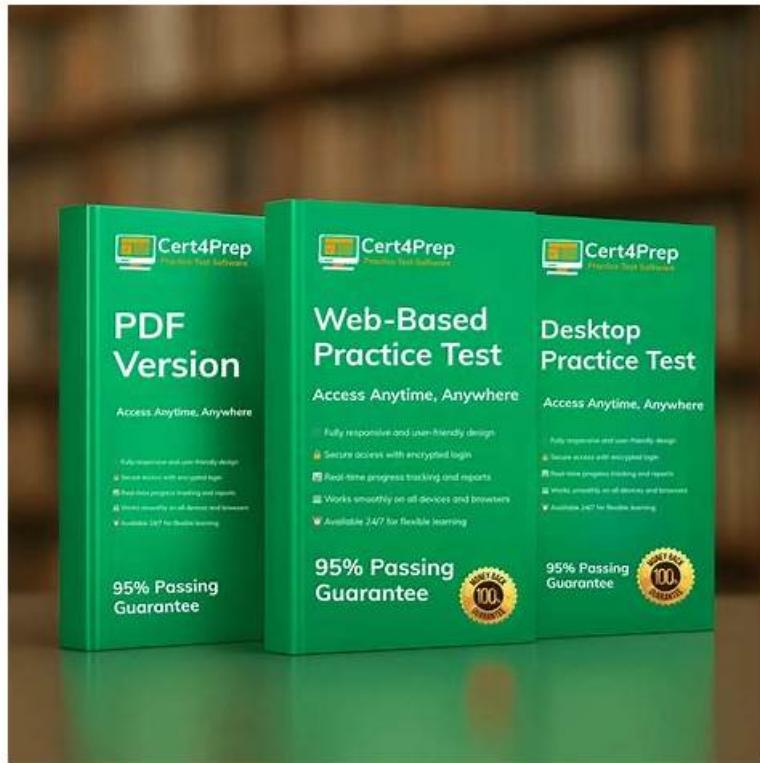


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 4	<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 5	<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.
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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q26-Q31):

NEW QUESTION # 26

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

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

Answer: C

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 # 27

What is the difference between a policy and a control?

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

Answer: B

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 # 28

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

Answer: B

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 # 29

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. 3 and 4
- B. 1 and 2
- C. 2 and 3
- **D. 1 and 4**

Answer: D

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 # 30

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

Answer: D

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 # 31

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