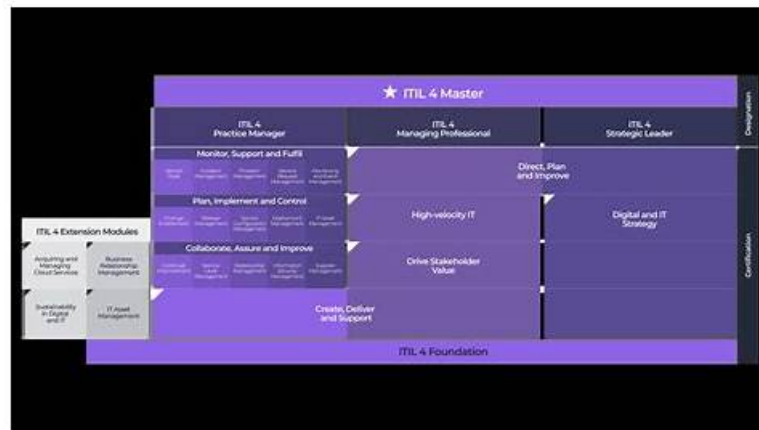# Get an Edge in Your Exam Preparation with Online ITIL ITIL4-DPI Practice Test Engine Crafted by Experts

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q24-Q29):

NEW QUESTION # 24
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. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- B. Publish a printed weekly newsletter that clearly and consistently communicates change
- C. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns
- D. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff

Answer: A

Explanation:

DPI emphasizesusing existing, familiar, and effective communication channelsto 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 # 25

A service provider has experienced a number of problems with their cloud storage service that have caused service outages. Problem management has successfully identified the cause of each incident, but further improvements to the service are considered necessary.

Which is the BEST example of using the 'continual improvement model' to guide improvements to the service?

- A. Use the model to identify and prioritize improvements to the cloud storage service
- B. Use the model to assess and authorize changes to improve the cloud storage service
- C. Use the model to identify and compare improvements to the 'problem management' practice
- D. Use the model to restore and recover the cloud storage service each time the service fails

Answer: A

Explanation:

Thecontinual improvement modelis applied to evaluate, prioritize, and implement improvements across services, practices, and processes. Here, the focus is thecloud storage service, not just the practice of problem management. Option B reflects the model's purpose-identify improvement opportunities, assess priorities, and act to prevent recurrence of failures. Options A, C, and D misapply the model to either specific practices or operational recovery, not holistic improvement.

(Reference: ITIL 4 Strategist DPI, section on "Applying the continual improvement model to services and practices")

NEW QUESTION # 26

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

Answer: D

Explanation:

DPI explains that a business case must include anevaluation 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 # 27

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

* Modify the application to automatically add the current date and time when a transaction is entered
* Establish a communication plan to remind users of the importance of including the date and time on transactions
* Develop a goals cascade so that all staff know their role in achieving company goals
* Create a report showing non-compliant records and take appropriate action to correct them

- A. 1 and 2
- B. 2 and 3
- C. 1 and 4

- D. 3 and 4

Answer: C

Explanation:
In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto- capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.
(Reference: ITIL 4 Strategist DPI, section on "Controls - preventive and detective mechanisms in governance")

NEW QUESTION # 28
An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization.
Which is the BEST description of the team's role in this situation?

- A. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements
- B. The team should focus on the improvement of the 'continual improvement' practice
- C. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements
- D. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model

Answer: A

Explanation:
According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence.
(Reference: ITIL 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

NEW QUESTION # 29
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