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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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	• Risk Management: This section of the exam measures skills of IT Service Managers and provides an understanding of risk management in IT services. It focuses on helping organizations anticipate, minimize, and respond effectively to potential disruptions or losses.

>> ITIL4-DPI Current Exam Content <<

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q29-Q34):

NEW QUESTION # 29
An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.
Which guiding principle are they applying?

- A. Collaborate and promote visibility
- B. Keep it simple and practical
- C. Think and work holistically
- D. Focus on value

Answer: A

Explanation:
The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.
"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.
(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

NEW QUESTION # 30
Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

- A. Project
- B. Tactical
- C. Strategic
- D. Operational

Answer: C

Explanation:
According to ITIL DPI, planning occurs at strategic, tactical, and operational levels. A strategic plan defines long-term direction, including multi-year infrastructure expansion that aligns with business goals. Tactical plans break this down into departmental objectives, while operational plans manage day-to-day execution.
Project plans are temporary and specific but not long-term vision documents.
(Reference: ITIL 4 Strategist DPI, section on "Planning levels - strategic, tactical, operational")

NEW QUESTION # 31
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 # 32
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. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- B. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- C. Implement the policy for service desk staff before informing other affected support teams
- D. Ensure that any identified exceptions are excluded from the policy to improve clarity

Answer: B

Explanation:
DPI emphasizes that policies must be co-created and supported across all stakeholders to be effective. By ensuring all teams involved in incident resolution collaborate in developing the policy, the organization promotes buy-in, shared ownership, and alignment. Excluding exceptions (A) may cause operational issues, C undermines collaboration, and D risks overcomplication. Collaborative design is a principle of both OCM and DPI governance.
(Reference: ITIL 4 Strategist DPI, section on "Policy creation - stakeholder involvement and collaboration")

NEW QUESTION # 33
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. An evaluation of organizational constraints on the use of the toolset
- C. The risks to the toolset vendors of not selecting their product
- D. The techniques used to develop the service provider's strategy

Answer: B

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 # 34

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