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

NEW QUESTION # 33

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

Answer: D

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 # 34

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it.

Which organizational change management requirement does this MOST contribute to?

- A. Sustained improvement
- **B. Willing and prepared participants**
- C. Strong and committed leadership
- D. Clear and relevant objectives

Answer: B

Explanation:

DPI emphasizes that OCM must create willing and prepared participants by providing clarity on the change's purpose and encouraging open discussion. This builds trust, reduces resistance, and increases engagement. Objectives (A) and leadership (B) are important but are managerial aspects, not participant readiness. Sustained improvement (D) occurs later. The direct outcome of early communication and dialogue is prepared participants.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - preparing participants")

NEW QUESTION # 35

A retailer is considering introducing a new virtual reality feature to its online presence. Recognizing this is a significant effort requiring new skills and technology, the CIO has asked the operations manager to assess the impact to the organization.

Which assessment method would work BEST in this situation?

- A. Process maturity assessment
- **B. Gap analysis**
- C. Customer satisfaction analysis
- D. SLA achievement analysis

Answer: B

Explanation:

In ITIL DPI, gap analysis is used to compare the current state against the desired future state. Since the retailer is adopting new technology and skills, gap analysis identifies capability shortfalls and resource needs to support the change. Customer satisfaction analysis (A) and SLA analysis (C) measure service performance, not organizational readiness. Process maturity assessment (D) examines process capability but not the holistic gap to achieve new capabilities.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - gap analysis for change initiatives")

NEW QUESTION # 36

A company is starting a digital transformation effort that will require significant changes in how IT operates.

The CIO hired consultants to assess the IT department, and they identified a number of improvements that would increase customer value.

Which approach would BEST prioritize improvement outcomes?

- A. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements
- **B. Prioritize outcomes that move the organization closer to its vision, which will maximize value for all stakeholders**
- C. Prioritize outcomes that impact staff the least, which will help staff develop confidence in making improvements
- D. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources

Answer: B

Explanation:

DPI emphasizes that improvements should be prioritized based on strategic alignment with the organizational vision. This ensures that

the most valuable outcomes are delivered first, maximizing stakeholder benefit. While "quick wins" (A), minimizing staff disruption (B), and waste reduction (D) are important considerations, they are secondary to moving closer to the strategic vision. (Reference: ITIL 4 Strategist DPI, section on "Prioritizing improvements - alignment with vision and strategy")

NEW QUESTION # 37

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

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 # 38

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