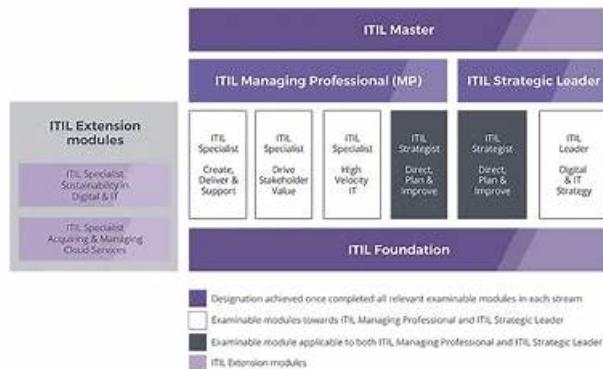


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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q38-Q43):

### NEW QUESTION # 38

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 is not subject to governance because they are part of the same company
- B. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body
- 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: B**

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 # 39

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

**Answer: B**

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 # 40

Which describes 'scope of control'?

- A. **The extent to which a manager can direct the actions of team members**
- B. The number of managers to whom an individual must provide regular reports
- C. The content of a service improvement plan
- D. The set of risks that are owned and assessed by a department manager

**Answer: A**

Explanation:

In DPI, scope of control refers to the authority and influence a manager has over people and activities. It defines how far their decision-making power extends - essential for ensuring clarity in governance and accountability. It is not about risks owned (B), reporting relationships (D), or specific improvement content (A).

(Reference: ITIL 4 Strategist DPI, section on "Governance structures - scope of control vs. span of control")

### NEW QUESTION # 41

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

**Answer: C**

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 # 42

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

**Answer: A**

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 # 43

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