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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none">Organization Change Management: This section of the exam measures skills of IT Service Managers and explains the role of organizational change management in IT service management.

Topic 3	<ul style="list-style-type: none"> 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.
Topic 4	<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 5	<ul style="list-style-type: none"> Communication and Collaboration: This section of the exam measures skills of IT Service Managers and focuses on improving communication and collaboration across departments and stakeholders. It highlights how better interaction supports the successful delivery of IT services.
Topic 6	<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 7	<ul style="list-style-type: none"> Continual Improvement: This section of the exam measures skills of Compliance Officers and explores the principles of continual improvement. It encourages the use of data, feedback, and structured practices to enhance services and adapt processes over time.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q27-Q32):

NEW QUESTION # 27

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

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

Answer: A

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 # 28

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. SLA achievement analysis
- D. Customer satisfaction 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 # 29

What is the difference between a policy and a control?

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

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 # 30

The IT organization of a large company has an existing improvement programme. Individual IT divisions have fully embraced continual improvement. The business has seen areas of improved performance, but the improvements do not last long.

Which action BEST maintains long-term improvement?

- A. Developing a business case for continual improvement and asking for support from senior management
- B. Developing a value stream map for the continual improvement effort to better understand how it is working
- **C. Establishing a strong governance capability to help build a culture of continual improvement**
- D. Starting all improvement efforts with a clear understanding of the current and desired future state

Answer: C

Explanation:

In DPI, sustainable continual improvement requires embedding it into the organization's governance structures. Governance ensures accountability, decision-making, and cultural reinforcement that prevents improvements from being short-lived. Option A is part of the continual improvement model but does not ensure sustainability. Option B helps with funding, not culture. Option D is useful for visualization but not long-term adoption. Only strong governance embeds continual improvement as an ongoing culture.

(Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

NEW QUESTION # 31

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

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

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 # 32

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