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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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 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">• 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 4	<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 5	<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.
Topic 6	<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 7	<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 8	<ul style="list-style-type: none"> • 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.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q36-Q41):

NEW QUESTION # 36

What is the difference between a policy and a control?

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

Answer: C

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 # 37

A project team recently delivered a new service on time and to specification. However, the team encountered a number of issues during the project that resulted in an increase in the resources utilized. The project is about to close and the project team will immediately move on to the next project.

Which is the BEST way to avoid similar issues in the future?

- A. Conduct a customer satisfaction analysis at the end of the project
- **B. Create a lessons learned report when closing the project**
- C. Develop a stakeholder communication plan before starting the next project
- D. Complete a SWOT analysis before starting the next project

Answer: B

Explanation:

In DPI, the continual improvement model stresses the importance of capturing lessons learned to ensure that successes and failures inform future work. By creating a lessons learned report during project closure, the organization systematically records challenges, inefficiencies, and solutions. This enables organizational learning and prevents repeating mistakes. SWOT (B) and communication planning (D) are useful tools, but they do not directly address past project issues. Customer satisfaction analysis (C) focuses on user experience, not internal resource challenges.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement feedback and learning loops")

NEW QUESTION # 38

Which describes 'scope of control'?

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

Answer: D

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 # 39

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

Answer: A

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 # 40

An organization uses an external service provider to develop and support a critical application. They have asked the supplier to make improvements as users have been complaining that the application is difficult to use.

What would be a suitable SMART KPI for measuring this improvement?

- **A. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months**
- B. Customer satisfaction with the application measured by using net promoter score increases by 5% each year
- C. A significant number of user interface improvements implemented over the next six months
- D. Usability of the application evaluated by the application manager improves from "poor" to "good" over the next six months

Answer: A

Explanation:

In DPI, KPIs must be SMART (Specific, Measurable, Achievable, Relevant, Time-bound). Option B is the only one that fully meets SMART criteria:

- * Specific (user satisfaction with the application),
- * Measurable (30% increase),
- * Achievable (reasonable improvement target),
- * Relevant (directly tied to usability),
- * Time-bound (six months).

Options A and D lack measurable objectivity, while C is too broad and long-term.

(Reference: ITIL 4 Strategist DPI, section on "Measurement and reporting - setting SMART objectives and KPIs")

NEW QUESTION # 41

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