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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q18-Q23):

NEW QUESTION # 18

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. SLA achievement analysis
- C. Customer satisfaction 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 # 19

An organization is transitioning to a new customer relationship management (CRM) system with the aim of expanding its customer base and increasing customer retention. The new cloud-based system will be used both internally and by an outsourced call centre. This high-cost, high-priority initiative has many critics who are concerned with lack of resources.

Which stakeholder's support for this initiative is MOST needed to obtain necessary resources and overcome concerns?

- A. Director of Sales
- B. Call Centre Manager
- C. Information Security Manager
- D. Service Level Manager

**Answer: A**

Explanation:

In ITIL 4 DPI, governance ensures that high-cost, high-priority initiatives align with strategic direction.

For initiatives that affect customer base and retention, executive sponsorship is crucial to secure resources and overcome resistance. The Director of Sales is the key stakeholder since this system directly impacts sales growth and customer management. While service level, security, and call centre roles are important operationally, only executive-level oversight ensures the initiative is prioritized and funded.

(Reference: ITIL 4 Strategist DPI, section on "Governance at multiple levels - Strategic oversight and sponsorship")

### NEW QUESTION # 20

As a result of feedback from customers received at regular service reviews, an organization with a large number of users is migrating an important IT service to a cloud service provider. The service functionality and the user interface will not change, but the availability and performance should improve.

Which communication plan is MOST appropriate?

- A. Discuss the impact of the changes on the customers at the next service review; send users an email detailing change dates and the expected benefits
- B. Explain the benefits to customers in an email; hold discussions with users to explain the changes
- C. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- D. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues

**Answer: A**

Explanation:

In DPI, effective communication is critical in organizational change management. For large user bases, the communication plan must:

- \* Engage customers directly in reviews (two-way communication),
- \* Provide clear, proactive messaging to users (email with dates and benefits).

This ensures visibility and minimizes confusion. Options A and D lack adequate two-way engagement, and C provides fragmented communication. Option B reflects DPI's emphasis on timely, consistent, and role- appropriate communication. (Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")

#### NEW QUESTION # 21

Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- A. Vision
- B. Planning
- C. Direction
- **D. Improvement**

**Answer: D**

Explanation:

The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement—using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

#### NEW QUESTION # 22

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?

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

**Answer: A**

Explanation:

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

#### NEW QUESTION # 23

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