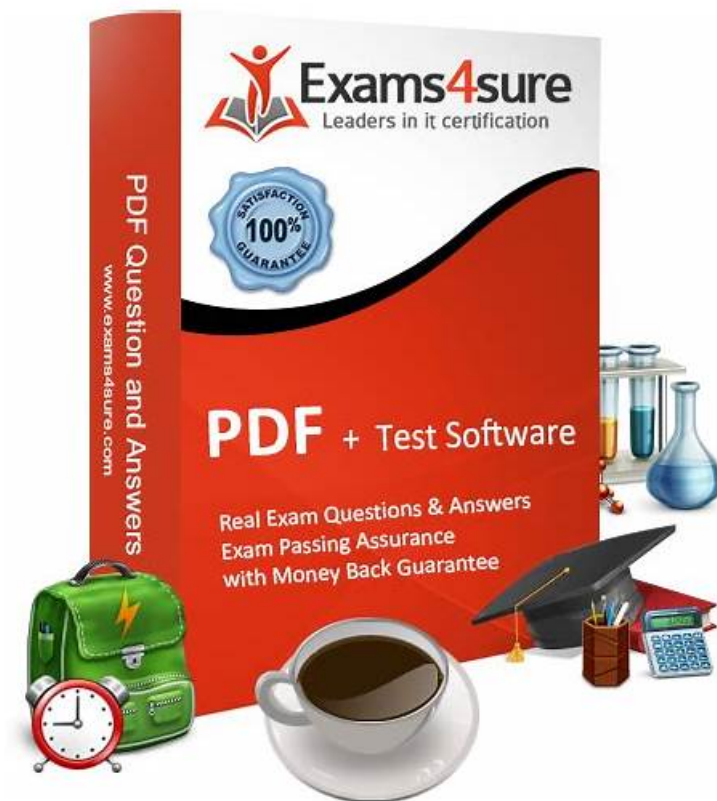


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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 6	<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.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q30-Q35):

NEW QUESTION # 30

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

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

Answer: B

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 # 31

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

- * Modify the application to automatically add the current date and time when a transaction is entered
- * Establish a communication plan to remind users of the importance of including the date and time on transactions
- * Develop a goals cascade so that all staff know their role in achieving company goals
- * Create a report showing non-compliant records and take appropriate action to correct them

- A. 2 and 3
- **B. 1 and 4**
- C. 3 and 4

- D. 1 and 2

Answer: B

Explanation:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto-capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.

(Reference: ITIL 4 Strategist DPI, section on "Controls - preventive and detective mechanisms in governance")

NEW QUESTION # 32

A service provider has established the success factor of "improved availability of wi-fi service." Using the SMART model, which is the BEST key performance indicator to use to measure this?

- A. 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3
- B. 5% increase in user satisfaction scores for the wi-fi service
- C. Increase in wi-fi service reliability by the end of quarter 2
- D. 5% reduction in number of complaints to the service desk by the end of the year

Answer: A

Explanation:

SMART KPIs must be Specific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific to wi-fi availability, measurable (10% increase), achievable, relevant, and time-bound (by end of Q3). Options B and C measure perceptions (complaints/satisfaction) but are indirect. Option D lacks a measurable percentage or defined metric. DPI stresses that success factors should be measured by clear, objective performance outcomes, not just subjective satisfaction.

(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 33

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. Complete a SWOT analysis before starting the next project
- C. Create a lessons learned report when closing the project
- D. Develop a stakeholder communication plan before starting the next project

Answer: C

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 # 34

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

