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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• 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 5	• 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	• 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 7	• 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.
Topic 8	• 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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q39-Q44):

NEW QUESTION # 39
In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.
Which is the BEST approach for this new policy?

- A. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- B. Implement the policy for service desk staff before informing other affected support teams
- C. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- D. Ensure that any identified exceptions are excluded from the policy to improve clarity

Answer: A

Explanation:
DPI emphasizes thatpolicies must be co-created and supported across all stakeholdersto be effective. By ensuring all teams involved in incident resolution collaborate in developing the policy, the organization promotesbuy-in, shared ownership, and alignment. Excluding exceptions (A) may cause operational issues, C undermines collaboration, and D risks overcomplication.Collaborative designis a principle of both OCM and DPI governance.
(Reference: ITIL 4 Strategist DPI, section on "Policy creation - stakeholder involvement and collaboration")

NEW QUESTION # 40
An organization has determined that a significant percentage of incidents have delayed resolutions because they are escalated to the wrong team, and need to be reassigned before they can be resolved. They plan to improve the flow of work by improving the accuracy of incident escalation.
What is this an example of?

- A. Addressing the four dimensions
- B. Elimination of waste
- C. Organizational change management
- D. Collecting feedback

Answer: B

Explanation:
ITIL DPI appliesLean principlessuch as theelimination of waste. Repeated reassignments and delays in incident handling represent a form of waste in workflow. Improving accuracy of escalation removes unnecessary handoffs and accelerates resolution, optimizing flow. This aligns with Lean-inspired waste elimination. OCM (D) is about managing people through change, not fixing workflow inefficiencies.
(Reference: ITIL 4 Strategist DPI, section on "Lean principles - eliminate waste and optimize flow")

NEW QUESTION # 41
Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

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

Answer: D

Explanation:
According to ITIL DPI, planning occurs atstrategic, tactical, and operational levels. Astrategic plandefines long-term direction, includingmulti-year infrastructure expansionthat 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 # 42
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. Establishing a strong governance capability to help build a culture of continual improvement
- C. Developing a value stream map for the continual improvement effort to better understand how it is working
- D. Starting all improvement efforts with a clear understanding of the current and desired future state

Answer: B

Explanation:
In DPI, sustainable continual improvement requires embedding it into theorganization'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. Onlystrong governanceembeds continual improvement as anongoing culture.
(Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

NEW QUESTION # 43
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 tools that will be used to develop and deploy the service
- B. Identify and involve stakeholders in the service
- C. Identify practices that will be used to create and manage the service
- D. Identify utility and warranty requirements for the service

Answer: B

Explanation:
According to DPI, thefirst step in value stream planning is to involve stakeholders. Stakeholders help identify requirements, expectations, and dependencies, ensuring the value stream design supportsutility (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 establishedwith stakeholder input, not in isolation.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - stakeholder involvement in design")

NEW QUESTION # 44
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