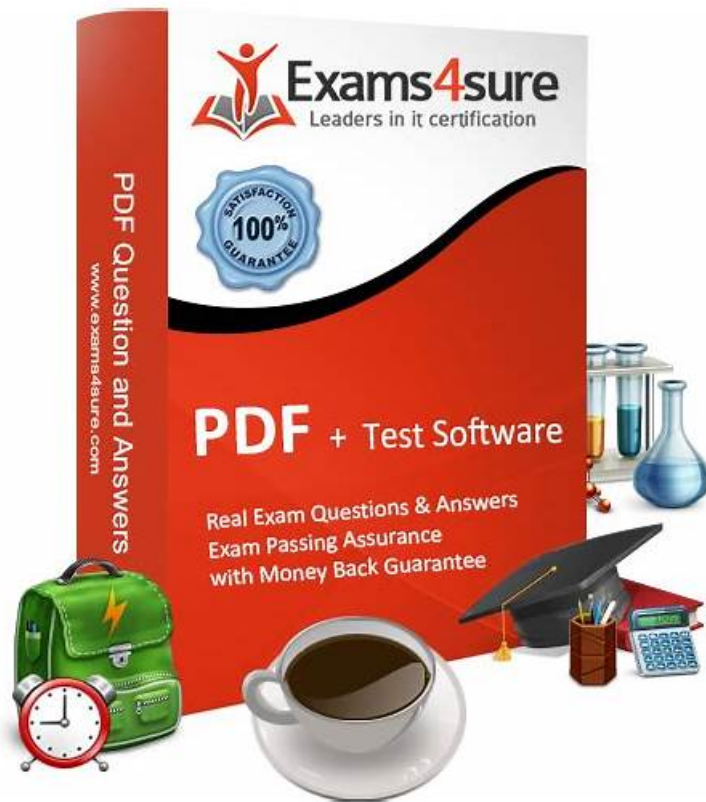


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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

Topic 5	<ul style="list-style-type: none"> <li>• <b>Value Stream Mapping:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Continual Improvement:</b> 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Planning:</b> 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.</li> </ul>

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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q15-Q20):

### NEW QUESTION # 15

A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.

What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Use the same method of communication as agreed with all project stakeholders
- B. Inform the support team that they will receive regular email updates
- C. Agree a method for involving the support team in financial decisions
- **D. Initiate a discussion with the support group to understand their preferred method of communication**

**Answer: D**

Explanation:

DPI's OCM guidance emphasizesengaging stakeholders earlyand ensuring communication methods are tailored to their needs. By first discussing preferred communication methods with the remote support team (B), the organization ensures their active involvement and reduces the risk of disengagement. Option A is one- way communication. Option C is irrelevant (they don't make financial decisions). Option D assumes one-size- fits-all, which contradicts DPI's principle ofstakeholder-specific communication. (Reference: ITIL 4 Strategist DPI, section on "OCM - stakeholder engagement and communication planning")

### NEW QUESTION # 16

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.

Which guiding principle are they applying?

- A. Think and work holistically
- **B. Collaborate and promote visibility**
- C. Focus on value
- D. Keep it simple and practical

**Answer: B**

Explanation:

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.

"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.

(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

#### NEW QUESTION # 17

Which is a result of an organization following the local laws of a country where it operates?

- **A. Improved compliance**
- B. Increased risk
- C. Increased value
- D. Improved governance

**Answer: A**

Explanation:

DPI highlights that compliance refers to meeting legal, regulatory, and policy requirements. By following local laws, the organization ensures improved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.

(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")

#### NEW QUESTION # 18

An organization is mapping a value stream for an IT service. In the current map, the same activity is repeated multiple times. When identifying opportunities to remove waste from the value streams, it has been determined that several days could be removed from the delivery time by eliminating repeated work.

What is this an example of?

- A. Cascading goals through the organization
- **B. Optimizing a workflow through the organization**
- C. Building value chains on effective practices
- D. Establishing clear objectives for assessments

**Answer: B**

Explanation:

In DPI, value stream mapping identifies bottlenecks, redundancies, and delays. Eliminating repeated activities to save time is an example of workflow optimization (Option C). This reflects Lean principles embedded in DPI - improving flow, reducing waste, and enhancing efficiency. Cascading goals (A), effective practices (B), and objectives for assessments (D) are unrelated to workflow waste elimination.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - optimizing workflow and eliminating waste")

#### NEW QUESTION # 19

A company is starting a digital transformation effort that will require significant changes in how IT operates.

The CIO hired consultants to assess the IT department, and they identified a number of improvements that would increase customer value.

Which approach would BEST prioritize improvement outcomes?

- **A. Prioritize outcomes that move the organization closer to its vision, which will maximize value for all stakeholders**
- B. Prioritize outcomes that can be achieved with the least effort, which will help create momentum for future improvements
- C. Prioritize outcomes that impact staff the least, which will help staff develop confidence in making improvements
- D. Prioritize outcomes that reduce waste the most, which will ensure efficient use of the organization's resources

**Answer: A**

Explanation:

DPI emphasizes that improvements should be prioritized based on strategic alignment with the organizational vision. This ensures that the most valuable outcomes are delivered first, maximizing stakeholder benefit. While "quick wins" (A), minimizing staff disruption (B), and waste reduction (D) are important considerations, they are secondary to moving closer to the strategic vision. (Reference: ITIL 4 Strategist DPI, section on "Prioritizing improvements - alignment with vision and strategy")

## NEW QUESTION # 20

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