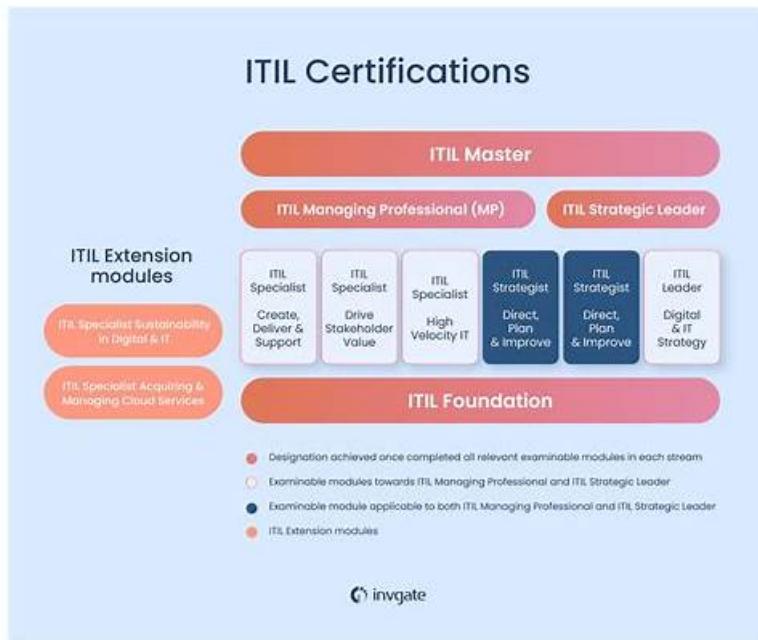


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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<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 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>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 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## **ITIL4-DPI Certification Exam Cost | ITIL4-DPI Latest Dumps**

The DumpsValid ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) exam dumps are being offered in three different formats. The names of these formats are DumpsValid ITIL4-DPI PDF questions file, desktop practice test software, and web-based practice test software. All these three DumpsValid ITIL4-DPI Exam Dumps formats contain the real ITIL ITIL4-DPI exam questions that will help you to streamline the ITIL4-DPI exam preparation process.

### **ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q37-Q42):**

#### **NEW QUESTION # 37**

An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization.

Which is the BEST description of the team's role in this situation?

- A. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements
- B. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements**
- C. The team should focus on the improvement of the 'continual improvement' practice
- D. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model

#### **Answer: B**

Explanation:

According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

#### **NEW QUESTION # 38**

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. Service Level Manager
- C. Call Centre Manager

- D. Information Security 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 # 39**

An internet service provider has recently acquired a smaller competitor and has performed an analysis of internal and external factors affecting both companies. The competitor was acquired because of their popularity in the market due to excellent service levels. The management are about to integrate the staff and practices of the two organizations and would like to ensure that this is successful. Which assessment method is BEST for them to adopt?

- A. SLA achievement
- B. Customer/user satisfaction
- **C. Strengths, weaknesses, opportunities, threats (SWOT)**
- D. Change readiness

**Answer: C**

Explanation:

DPI highlights SWOT analysis as a key assessment tool for mergers, acquisitions, or major integrations.

SWOT helps organizations understand internal capabilities (strengths/weaknesses) and external market factors (opportunities/threats). This is critical when combining practices and cultures to ensure strengths are leveraged and weaknesses are mitigated. Customer satisfaction (B) and SLA analysis (D) are narrow operational measures. Change readiness (C) is useful but does not fully assess strategic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - SWOT analysis in organizational change")

**NEW QUESTION # 40**

A service provider is implementing a new self-service portal for users to request access to IT services. The portal will be made available to 5000 users across 50 sites.

Which is the BEST guidance for producing guidelines for users of the self-service portal?

- A. Provide guidelines for using the self-service portal for access requests to the service desk staff so that they can help users
- B. Provide guidelines outlining the difference from previous methods of requesting access to IT services
- **C. Produce simple guidelines for users of the self-service portal for access requests, making it clear who to contact for exceptions**
- D. Circulate detailed guidelines to users for using the self-service portal to request access to IT services

**Answer: C**

Explanation:

DPI and the guiding principle "Keep it simple and practical" stress that guidance should be clear, concise, and user-friendly. With 5000 users, simple guidelines prevent confusion and reduce support overhead.

Explicit instructions on who to contact for exceptions ensures smooth adoption. Options A and D risk overwhelming users with detail, while B shifts responsibility to the service desk instead of empowering users.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - communication and adoption support")

**NEW QUESTION # 41**

When planning a new service, which three factors should be considered when defining the value that the service will create?

- A. Measures, methods, and metrics
- **B. Cost, risks, and outcomes**

- C. Goals, success factors, and key performance indicators
- D. Efficiency, effectiveness, and outcomes

**Answer: B**

### Explanation:

The DPI guidance highlights that value is defined by outcomes achieved, costs optimized, and risks reduced. When creating a new service, organizations must assess:

- \* Costs(resources required to deliver the service),
- \* Risks(potential threats to performance and adoption),
- \* Outcomes(the results and benefits expected).

This reflects the ITIL service value system's definition of co-creating value between provider and consumer.

(Reference: ITIL 4 Strategist DPI, section on "Value creation and value drivers")

## NEW QUESTION # 42

Computer brings more convenience, online access to information, published an article, watch movies, online remote virtual learning and other benefits. IT workers are becoming high-salary field in all over the world. DumpsValid releases latest and valid ITIL4-DPI Exam preparations to help candidates clear exams certainly as ITIL certifications are outstanding and attractive. If you determine to take part in exams, our ITIL4-DPI exam preparations will be a good helper.

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