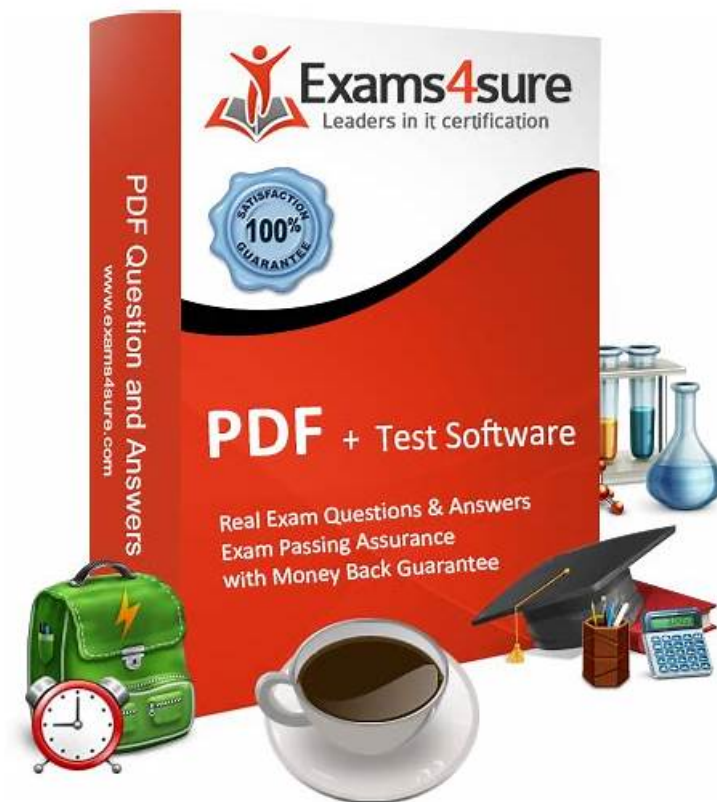# ITIL ITIL4-DPI Dumps PDF And Practice Test Software

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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• 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 3	• 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 4	• 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.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q25-Q30):

NEW QUESTION # 25
Which is a result of an organization following the local laws of a country where it operates?

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

Answer: B

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 # 26
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 practices that will be used to create and manage the service
- B. Identify tools that will be used to develop and deploy the service
- C. Identify and involve stakeholders in the service
- D. Identify utility and warranty requirements for the service

Answer: C

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

NEW QUESTION # 27
A CIO has made value stream mapping a key part of an IT improvement effort. A value stream map for existing services is being

developed.
Which approach would produce the BEST results?

- A. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- B. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements
- C. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream
- D. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement

Answer: D

Explanation:
According to DPI, value stream mapping is collaborative. Stakeholders must work together to identify inefficiencies, optimize flow, and agree on metrics to measure improvement. Option A removes staff engagement, leading to resistance. Option B limits collaboration to documentation, not co-design. Option C addresses change attitudes, not mapping effectiveness. Collaboration + waste elimination + measurement (Option D) reflects Lean/Agile influence in DPI.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - collaborative optimization")

NEW QUESTION # 28
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. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Answer: D

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 # 29
Which describes 'scope of control'?

- A. The extent to which a manager can direct the actions of team members
- B. The set of risks that are owned and assessed by a department manager
- C. The number of managers to whom an individual must provide regular reports
- D. The content of a service improvement plan

Answer: A

Explanation:
In DPI, scope of control refers to the authority and influence a manager has over people and activities. It defines how far their decision-making power extends-essential for ensuring clarity in governance and accountability. It is not about risks owned (B), reporting relationships (D), or specific improvement content (A).
(Reference: ITIL 4 Strategist DPI, section on "Governance structures - scope of control vs. span of control")

NEW QUESTION # 30

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