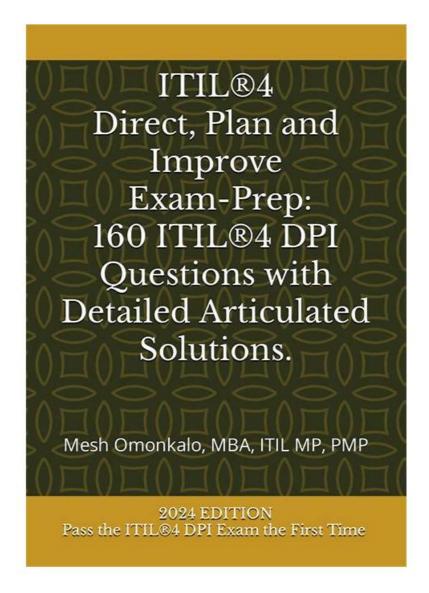
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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	 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 2	 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.

Topic 3	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	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 5	 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.

>> Certified ITIL4-DPI Questions <<

Certification ITIL4-DPI Exam & ITIL4-DPI Test Questions Answers

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q23-Q28):

NEW QUESTION #23

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

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

Answer: C

Explanation:

According to ITIL DPI, planning occurs atstrategic, tactical, and operational levels. Astrategic plandefines 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 #24

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

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

Answer: B

Explanation:

DPI highlights that compliance refers to meetinglegal, 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.

NEW QUESTION #25

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

Answer: A

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 of stakeholder-specific communication. (Reference: ITIL 4 Strategist DPI, section on "OCM - stakeholder engagement and communication planning")

NEW QUESTION #26

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 2
 - 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 apreventive 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 thattechnical 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 OUESTION #27

Which BEST describes a value stream?

- A. A structured approach to organizational change, so that staff members feel valued
- B. A flexible and simple guide that supports improvement initiatives
- C. The way an organization applies specific resources to tasks
- D. Steps that add value to a unit of work being processed in the service value chain

Answer: D

Explanation:

DPI defines avalue streamas "a series of steps an organization undertakes to create and deliver products and services to consumers." It describeshow value is created and flowsthrough the service value chain. Option A directly reflects this definition. Options B, C,

and D refer to resources, guidance, or change management, not the definition of value streams. (Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - definition and purpose")

NEW QUESTION #28

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