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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q41-Q46):

NEW QUESTION # 41

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

Answer: B

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 # 42

What is the difference between a policy and a control?

- A. A policy is a type of control that states what management expects
- **B. Policies are defined by governance, controls are defined by management**
- C. Policies focus on organizations and people, controls focus on information and technology
- D. A control is a type of policy that directs staff behaviour

Answer: B

Explanation:

In ITIL 4 DPI, policies are the high-level expectations, rules, or guidelines that are defined by the organization's governing body. They establish the framework for decision-making and behaviour. Controls, on the other hand, are management mechanisms used to enforce policies and ensure compliance. Thus, policies come from governance, while controls are implemented by management to enforce those policies.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and guidelines - governance vs. management responsibilities")

NEW QUESTION # 43

An IT department is functioning as a service provider for the company it is a part of.
Which statement about this provider's governance is CORRECT?

- A. An internal service provider is not subject to governance because they are part of the same company
- B. An internal service provider must use the service value system instead of governance
- C. An internal service provider's governance is limited to external factors such as regulations and legislation
- **D. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body**

Answer: D

Explanation:

DPI clarifies that governance always comes from the organization's governing body. Internal service providers do not operate independently; they must follow the governance structures of the parent organization. They may only self-govern if explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false - governance always applies. Option D is misleading; the SVS supports governance, not replaces it.

(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

NEW QUESTION # 44

A service provider has developed a strategy to increase its revenue by launching a new cloud storage service.
This strategy is being cascaded down to the technical teams.
Which is a relevant objective that will support the strategy?

- A. Achieve a 10% increase in service requests fulfilled in the target time
- **B. Design and implement new infrastructure by the end of quarter 2**
- C. Average number of storage access failures per month
- D. Increase profit by launching new wi-fi services into new geographic markets

Answer: B

Explanation:

ITIL DPI emphasizes that objectives must cascade logically from strategy into actionable plans. Since the strategic goal is to launch a new cloud storage service, the technical objective must directly support that initiative. "Design and implement new infrastructure by the end of quarter 2" is aligned, measurable, and time-bound. The other options either do not directly relate to the cloud service (B, C) or are ongoing operational metrics (A), not strategic enablers.

(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment with strategy")

NEW QUESTION # 45

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

Answer: C

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 # 46

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