

# ITIL4-DPI New Braindumps Files & Valid ITIL4-DPI Training Material Bring you the Best Products for ITIL 4 Strategist: Direct, Plan and Improve (DPI)



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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>• 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>
Topic 3	<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 4	<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 5	<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 6	<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 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>

## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q14-Q19):

### NEW QUESTION # 14

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 must use the service value system instead of governance
- B. An internal service provider's governance is limited to external factors such as regulations and legislation
- C. An internal service provider is not subject to governance because they are part of the same company
- **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 # 15

What is the difference between a policy and a control?

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

**Answer: D**

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 # 16

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

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

**Answer: D**

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 # 17

In an organization, IT teams are working on documented, structured, and systematic processes for all customer-facing work. Which concept is this an example of?

- **A. A method**
- B. A balanced scorecard
- C. A control
- D. A risk

**Answer: A**

Explanation:

In DPI, a method is defined as a structured and systematic approach to performing work, ensuring consistency and repeatability. Documented processes for customer-facing work represent methods applied to service management. A control is something put in place to manage risk, a balanced scorecard is a performance measurement tool, and a risk is a potential event. Hence, "method" is the correct categorization.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and methods")

### NEW QUESTION # 18

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. Efficiency, effectiveness, and outcomes

- C. Goals, success factors, and key performance indicators
- **D. Cost, risks, and outcomes**

**Answer: D**

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 # 19

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