ITIL4-DPI Certified Questions & Test ITIL4-DPI Pattern

You will fail and waste time and money if you do not prepare with real and updated ITIL ITIL4-DPI Questions. You should practice with actual ITIL4-DPI exam questions that are aligned with the latest content of the ITIL4-DPI test. These ITIL ITIL4-DPI exam questions remove the need for you to spend time on unnecessary or irrelevant material, allowing you to complete your ITIL4-DPI Certification Exam preparation swiftly. You can save time and clear the ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) test in one sitting if you skip unnecessary material and focus on our ITIL4-DPI actual questions.

ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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.
Topic 5	• 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 6	• Governance and Compliance: This section of the exam measures skills of Compliance Officers and focuses on establishing governance structures that align with organizational needs. It also ensures that regulations, standards, and policies are followed consistently to maintain accountability.
Topic 7	• 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.

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Our PDF version is a printable document of exam questions which are real and updated. We have included original ITIL 4 Strategist: Direct, Plan and Improve (DPI) questions in this format so that can you get ready for the exam quickly by just memorizing them. This format of ITIL 4 Strategist: Direct, Plan and Improve (DPI) (ITIL4-DPI) test questions is also usable on smart devices such as laptops, tablets, and smartphones.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q35-Q40):

NEW QUESTION # 35
Which BEST describes the relationship between planning and risk?

- A. Planning should always consider risks and how to mitigate them
- B. Planning is a high-level function, risk management is a tactical activity
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Risk management is the exclusive domain of dedicated risk managers

Answer: A

Explanation:
In DPI, planning and risk management are inseparable. Every plan should consider uncertainties and include mitigation strategies. Option B captures this integration directly. Option A is misleading: both planning and risk management happen at all levels. Option C partially reflects the relationship but is incomplete. Option D contradicts DPI guidance:risk management is an organizational responsibility, not just for specialists.
(Reference: ITIL 4 Strategist DPI, section on "Integration of planning and risk management")

NEW QUESTION # 36
The IT organization of a large company has an existing improvement programme. Individual IT divisions have fully embraced continual improvement. The business has seen areas of improved performance, but the improvements do not last long.
Which action BEST maintains long-term improvement?

- A. Establishing a strong governance capability to help build a culture of continual improvement
- B. Starting all improvement efforts with a clear understanding of the current and desired future state
- C. Developing a value stream map for the continual improvement effort to better understand how it is working
- D. Developing a business case for continual improvement and asking for support from senior management

Answer: A

Explanation:
In DPI, sustainable continual improvement requires embedding it into the organization's governance structures. Governance ensures accountability, decision-making, and cultural reinforcement that prevents improvements from being short-lived. Option A is part of the continual improvement model but does not ensure sustainability. Option B helps with funding, not culture. Option D is useful for visualization but not long-term adoption. Only strong governance embeds continual improvement as an ongoing culture.
(Reference: ITIL 4 Strategist DPI, section on "Governance and continual improvement culture")

NEW QUESTION # 37
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. Change readiness

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

Answer: C

Explanation:
DPI highlightsSWOT analysisas a key assessment tool for mergers, acquisitions, or major integrations.
SWOT helps organizations understandinternal capabilities (strengths/weaknesses)andexternal 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 # 38

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 cannot govern itself unless it has specifically delegated the authority by the company's governing body
- D. An internal service provider is not subject to governance because they are part of the same company

Answer: C

Explanation:
DPI clarifies thatgovernance 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-governif explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false-governance always applies. Option D is misleading; theSVS supports governance, not replaces it.
(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

NEW QUESTION # 39

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

Answer: B

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

NEW QUESTION # 40

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