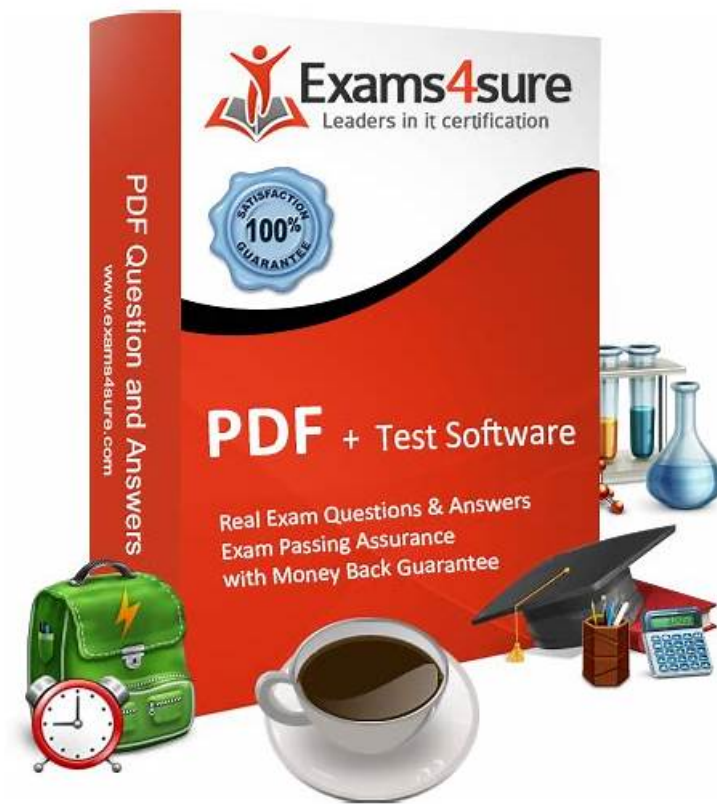


# ITIL4-DPI Free Exam Questions - Free ITIL4-DPI Exam Questions



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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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>• <b>Governance and Compliance:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Communication and Collaboration:</b> 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 6	<ul style="list-style-type: none"> <li>• <b>Service Performance Metrics:</b> 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>• <b>Key Concepts:</b> 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 8	<ul style="list-style-type: none"> <li>• <b>Continual Improvement:</b> 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.</li> </ul>

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In today's highly competitive ITIL market, having the ITIL4-DPI certification is essential to propel your career forward. To earn the ITIL ITIL4-DPI certification, you must successfully pass the ITIL4-DPI Exam. However, preparing for the ITIL ITIL4-DPI exam can be challenging, with potential hurdles like exam anxiety and time constraints.

## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q28-Q33):

### NEW QUESTION # 28

An organization is transitioning to a new customer relationship management (CRM) system with the aim of expanding its customer base and increasing customer retention. The new cloud-based system will be used both internally and by an outsourced call centre. This high-cost, high-priority initiative has many critics who are concerned with lack of resources.

Which stakeholder's support for this initiative is MOST needed to obtain necessary resources and overcome concerns?

- A. Call Centre Manager
- B. Service Level Manager
- C. Information Security Manager
- **D. Director of Sales**

**Answer: D**

Explanation:

In ITIL 4 DPI, governance ensures that high-cost, high-priority initiatives align with strategic direction.

For initiatives that affect customer base and retention, executive sponsorship is crucial to secure resources and overcome resistance. The Director of Sales is the key stakeholder since this system directly impacts sales growth and customer management. While service level, security, and call centre roles are important operationally, only executive-level oversight ensures the initiative is prioritized and funded.

(Reference: ITIL 4 Strategist DPI, section on "Governance at multiple levels - Strategic oversight and sponsorship")

### NEW QUESTION # 29

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.

Which guiding principle are they applying?

- A. Keep it simple and practical
- **B. Collaborate and promote visibility**
- C. Focus on value
- D. Think and work holistically

**Answer: B**

Explanation:

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.

"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.

(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

### NEW QUESTION # 30

Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- A. Vision
- B. Planning
- **C. Improvement**
- D. Direction

**Answer: C**

Explanation:

The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement—using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

### NEW QUESTION # 31

Which BEST describes a value stream?

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

**Answer: C**

Explanation:

DPI defines a value stream as "a series of steps an organization undertakes to create and deliver products and services to consumers." It describes how value is created and flows through 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 # 32

Which statement describes the influence of services on service consumers' outcomes, costs, and risks?

- A. The key benefit of services is to reduce costs and risks
- B. A service should introduce fewer costs than it removes
- C. Services remove risks from service consumers without introducing new ones
- **D. Services can negatively affect some outcomes while supporting others**

**Answer: D**

Explanation:

DPI explains that services influence consumer outcomes, costs, and risks in complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services can support some outcomes and negatively affect others. They never remove all risks (contradicts B), cost reduction is not the sole benefit (contradicts C), and D oversimplifies the cost-value relationship. (Reference: ITIL 4 Strategist DPI, section on "Understanding value, outcomes, costs, and risks")

### NEW QUESTION # 33

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