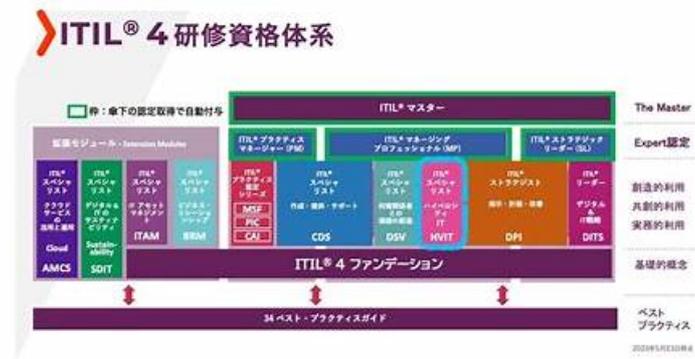


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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 2	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q22-Q27):

NEW QUESTION # 22

A company has a new, global line of business that has changed how the IT department supports the systems. Recognizing the need for two-way communication for the required changes, IT managers need better ways of obtaining feedback. Which describes the BEST approach for establishing effective feedback channels?

- A. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns
- B. Publish a printed weekly newsletter that clearly and consistently communicates change
- C. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- D. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff

Answer: C

Explanation:

DPI emphasizes using existing, familiar, and effective communication channels to encourage staff feedback and engagement. By leveraging collaboration tools that teams already use (Option A), managers minimize resistance and maximize participation. Option B is localized and limited in scale. Option C delays feedback until a project is implemented. Option D is one-way communication, not interactive.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and feedback channels")

NEW QUESTION # 23

An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization. Which is the BEST description of the team's role in this situation?

- A. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model
- B. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements
- C. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements
- D. The team should focus on the improvement of the 'continual improvement' practice

Answer: C

Explanation:

According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

NEW QUESTION # 24

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

Answer: C

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 # 25

An organization uses an external service provider to develop and support a critical application. They have asked the supplier to make improvements as users have been complaining that the application is difficult to use. What would be a suitable SMART KPI for measuring this improvement?

- A. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months
- B. Usability of the application evaluated by the application manager improves from "poor" to "good" over the next six months
- C. Customer satisfaction with the application measured by using net promoter score increases by 5% each year
- D. A significant number of user interface improvements implemented over the next six months

Answer: A

Explanation:

In DPI, KPIs must be SMART (Specific, Measurable, Achievable, Relevant, Time-bound). Option B is the only one that fully meets SMART criteria:

- * Specific (user satisfaction with the application),
- * Measurable (30% increase),
- * Achievable (reasonable improvement target),
- * Relevant (directly tied to usability),
- * Time-bound (six months).

Options A and D lack measurable objectivity, while C is too broad and long-term.

(Reference: ITIL 4 Strategist DPI, section on "Measurement and reporting - setting SMART objectives and KPIs")

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. 1 and 4
- B. 3 and 4
- C. 2 and 3
- D. 1 and 2

Answer: A

Explanation:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto-capture date/time (1) is a preventive 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 that technical 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 QUESTION # 27

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