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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q15-Q20):

NEW QUESTION # 15

Which BEST describes a value stream?

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

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 # 16

An organization is making a major improvement to how they create and deliver IT services. They need to collect feedback about what issues staff have with the improvement.

Which is an appropriate method for this?

- A. Provide responses to frequently asked questions (FAQ) on a website
- **B. Provide managers with the tools they need to manage people through the change**
- C. Send frequent email updates explaining the importance of the change
- D. Ask managers to provide information about staff attitudes to the change

Answer: B

Explanation:

In DPI, effective OCM requires equipping managers with tools and methods to gather feedback and support their teams. This enables direct two-way communication and trust-building. Options A, B, and C are one-way communication or indirect channels, which limit genuine feedback. DPI emphasizes that line managers are closest to employees and play a key role in gauging attitudes, resistance, and suggestions.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - feedback and manager involvement")

NEW QUESTION # 17

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

- A. Increased value
- B. Improved governance
- C. Increased risk
- **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 # 18

Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

- **A. Strategic**
- B. Operational
- C. Tactical
- D. Project

Answer: A

Explanation:

According to ITIL DPI, planning occurs at strategic, tactical, and operational levels. A strategic plan defines long-term direction, including multi-year infrastructure expansion that aligns with business goals. Tactical plans break this down into departmental objectives, while operational plans manage day-to-day execution.

Project plans are temporary and specific but not long-term vision documents.

(Reference: ITIL 4 Strategist DPI, section on "Planning levels - strategic, tactical, operational")

NEW QUESTION # 19

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

Answer: A

Explanation:

DPI highlights SWOT analysis as a key assessment tool for mergers, acquisitions, or major integrations.

SWOT helps organizations understand internal capabilities (strengths/weaknesses) and external 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 # 20

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