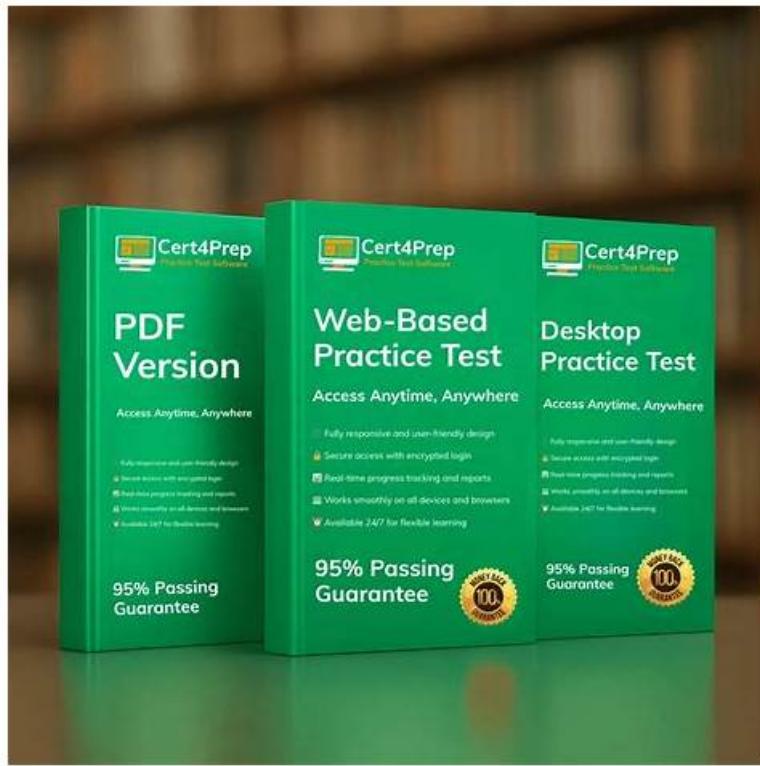# ITIL4-DPI Practice Test Pdf Exam Pass at Your First Attempt | ITIL ITIL4-DPI: ITIL 4 Strategist: Direct, Plan and Improve (DPI)

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q41-Q46):

NEW QUESTION # 41

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

Answer: B

Explanation:
In DPI, effective OCM requiresequipping managers with tools and methodsto gather feedback and support their teams. This enablesdirect two-way communicationand trust-building. Options A, B, and C are one-way communication or indirect channels, which limit genuine feedback. DPI emphasizes thatline managers are closest to employeesand 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 # 42
A service provider is improving its 'service desk' practice and has established the success factor:"improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. Reduce time to resolve the underlying cause of incidents
- B. 10% increase in calls resolved without escalation by end of the year
- C. Increase average time to answer phones by 5%
- D. Accelerate service request fulfilment by the end of quarter 2

Answer: B

Explanation:
DPI stresses that KPIs should directly measureprogress toward the defined success factor. Here, the success factor isimproved user satisfaction with the service desk. Increasing the number of calls resolvedwithout escalation(Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.
(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 43
Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

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

Answer: A

Explanation:
Thecontinual improvement modelin ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence ofimprovement-using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Onlyimprovementis about data-driven reflection and adaptation.
(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

NEW QUESTION # 44
A service provider has established the success factor of:"improved availability of wi-fi service." Using the SMART model, which is the BEST key performance indicator to use to measure this?

- A. 5% increase in user satisfaction scores for the wi-fi service

- B. 5% reduction in number of complaints to the service desk by the end of the year
- C. Increase in wi-fi service reliability by the end of quarter 2
- D. 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3

Answer: D

Explanation:
SMART KPIs must beSpecific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific towi-fi availability, measurable (10% increase), achievable, relevant, and time-bound (by end of Q3). Options B and C measure perceptions (complaints/satisfaction) but are indirect. Option D lacks a measurable percentage or defined metric. DPI stresses that success factors should be measured byclear, objective performance outcomes, not just subjective satisfaction.
(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 45
A project team recently delivered a new service on time and to specification. However, the team encountered a number of issues during the project that resulted in an increase in the resources utilized. The project is about to close and the project team will immediately move on to the next project.
Which is the BEST way to avoid similar issues in the future?

- A. Create a lessons learned report when closing the project
- B. Complete a SWOT analysis before starting the next project
- C. Develop a stakeholder communication plan before starting the next project
- D. Conduct a customer satisfaction analysis at the end of the project

Answer: A

Explanation:
In DPI, thecontinual improvement modelstresses the importance ofcapturing lessons learnedto ensure that successes and failures inform future work. By creating alessons learned reportduring project closure, the organization systematically records challenges, inefficiencies, and solutions. This enables organizational learning and prevents repeating mistakes. SWOT (B) and communication planning (D) are useful tools, but they do not directly address past project issues. Customer satisfaction analysis (C) focuses on user experience, not internal resource challenges.
(Reference: ITIL 4 Strategist DPI, section on "Continual improvement feedback and learning loops")

NEW QUESTION # 46
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