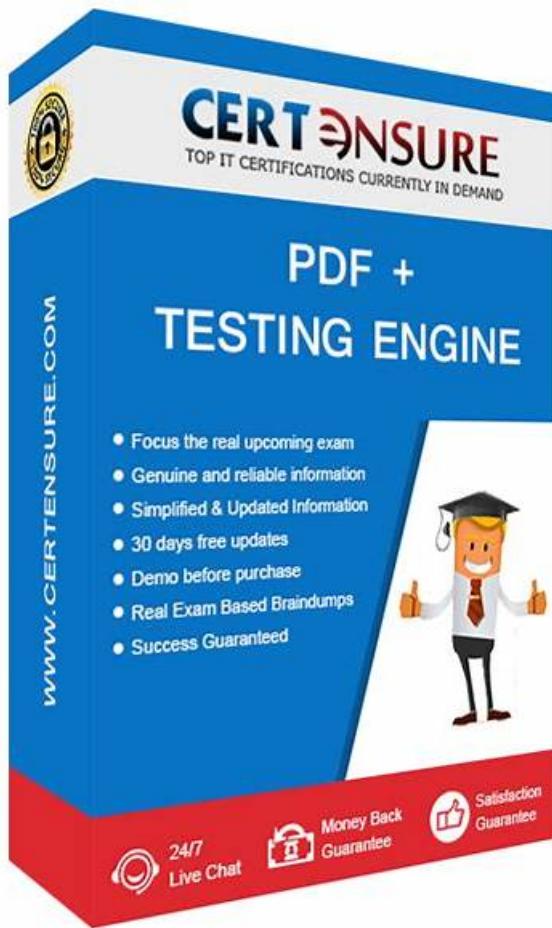


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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q24-Q29):

### NEW QUESTION # 24

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's governance is limited to external factors such as regulations and legislation
- B. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body
- C. An internal service provider is not subject to governance because they are part of the same company
- D. An internal service provider must use the service value system instead of governance

**Answer: B**

Explanation:

DPI clarifies that governance 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-govern if explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false—governance always applies. Option D is misleading; the SVS supports governance, not replaces it.

(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

### NEW QUESTION # 25

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. Conduct a customer satisfaction analysis at the end of the project
- D. Develop a stakeholder communication plan before starting the next project

**Answer: A**

Explanation:

In DPI, the continual improvement model stresses the importance of capturing lessons learned to ensure that successes and failures inform future work. By creating a lessons learned report during 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 # 26

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. Developing a business case for continual improvement and asking for support from senior management
- 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. Establishing a strong governance capability to help build a culture of continual improvement

**Answer: D**

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 # 27

Which BEST describes the relationship between planning and risk?

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

#### 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 # 28

As a result of feedback from customers received at regular service reviews, an organization with a large number of users is migrating an important IT service to a cloud service provider. The service functionality and the user interface will not change, but the availability and performance should improve.

Which communication plan is MOST appropriate?

- A. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues
- B. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- C. Explain the benefits to customers in an email; hold discussions with users to explain the changes
- D. Discuss the impact of the changes on the customers at the next service review; send users an email detailing change dates and the expected benefits

#### Answer: D

Explanation:

In DPI, effective communication is critical in organizational change management. For large user bases, the communication plan must:

- \* Engage customers directly in reviews (two-way communication),
- \* Provide clear, proactive messaging to users (email with dates and benefits).

This ensures visibility and minimizes confusion. Options A and D lack adequate two-way engagement, and C provides fragmented communication. Option B reflects DPI's emphasis on timely, consistent, and role-appropriate communication.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")

### NEW QUESTION # 29

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