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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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>
Topic 3	<ul style="list-style-type: none"><li>• <b>Risk Management:</b> 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 4	<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 5	<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 6	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
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### Quiz 2026 ITIL Latest ITIL4-DPI Reliable Test Review

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### ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q11-Q16):

#### NEW QUESTION # 11

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

**Answer: A**

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 # 12

A small service provider is experiencing growth and success. Currently, all important decisions are made by a small executive group. This creates delays because some members of the group are often unavailable.

Which is the BEST approach for establishing an authority structure for decision-making within the service provider organization?

- A. Allow people to make decisions about their work, and use training and automation to mitigate the risks
- B. Ensure that technical decisions are made by the operational staff who can define the risks
- C. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions
- D. Refer decisions to line managers, who will escalate cases to the executive group when appropriate

**Answer: C**

Explanation:

DPI emphasizes governance by defining clear decision-making authority. High-risk or strategic decisions should remain with executives, but less critical decisions must be delegated through policies to appropriate levels of management. This prevents bottlenecks and ensures accountability while balancing governance oversight. Options A and B may reduce delays but lack structured governance, while D risks insufficient control.

(Reference: ITIL 4 Strategist DPI, section on "Delegation of decision-making and governance structures")

### NEW QUESTION # 13

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

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

**Answer: C**

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 # 14

A CIO has made value stream mapping a key part of an IT improvement effort. A value stream map for existing services is being developed.

Which approach would produce the BEST results?

- A. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream
- B. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- C. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements
- D. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement

**Answer: D**

Explanation:

According to DPI, value stream mapping is collaborative. Stakeholders must work together to identify inefficiencies, optimize flow, and agree on metrics to measure improvement. Option A removes staff engagement, leading to resistance. Option B limits collaboration to documentation, not co-design. Option C addresses change attitudes, not mapping effectiveness. Collaboration + waste elimination + measurement (Option D) reflects Lean/Agile influence in DPI.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - collaborative optimization")

### NEW QUESTION # 15

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. Services remove risks from service consumers without introducing new ones
- C. A service should introduce fewer costs than it removes
- 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 # 16

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