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## ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Communication and Collaboration: 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 2	<ul style="list-style-type: none"><li>• Continual Improvement: 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>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Risk Management: 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 5	<ul style="list-style-type: none"> <li>• Service Performance Metrics: 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>
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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q17-Q22):

### NEW QUESTION # 17

Which BEST describes a value stream?

- A. A structured approach to organizational change, so that staff members feel valued
- 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. The way an organization applies specific resources to tasks

**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 # 18

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

**Answer: D**

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 # 19

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 # 20

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

**Answer: D**

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 # 21

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

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

**Answer: B**

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 # 22

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