

Free PDF Quiz 2025 Efficient ITIL ITIL4-DPI: New ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Experience



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>> New ITIL4-DPI Exam Experience <<

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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	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.

Topic 2	• 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.
Topic 3	• 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.
Topic 4	• 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.

ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q26-Q31):

NEW QUESTION # 26

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

- A. Tactical
- B. Strategic
- C. Project
- 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 # 27

A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.

What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Initiate a discussion with the support group to understand their preferred method of communication
- B. Inform the support team that they will receive regular email updates
- C. Agree a method for involving the support team in financial decisions
- D. Use the same method of communication as agreed with all project stakeholders

Answer: A

Explanation:

DPI's OCM guidance emphasizes engaging stakeholders early and ensuring communication methods are tailored to their needs. By first discussing preferred communication methods with the remote support team (B), the organization ensures their active involvement and reduces the risk of disengagement. Option A is one-way communication. Option C is irrelevant (they don't make financial decisions). Option D assumes one-size-fits-all, which contradicts DPI's principle of stakeholder-specific communication.

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

NEW QUESTION # 28

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. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements
- 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 collaborate to optimize and eliminate waste, and establish metrics for measuring improvement**
- D. Hire process consultants to develop process maps, and minimize the involvement of staff in the design of the future state of the value stream

Answer: C

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 # 29

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

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 # 30

When planning a new service, which three factors should be considered when defining the value that the service will create?

- A. Goals, success factors, and key performance indicators
- **B. Cost, risks, and outcomes**
- C. Measures, methods, and metrics
- D. Efficiency, effectiveness, and outcomes

Answer: B

Explanation:

The DPI guidance highlights that value is defined by outcomes achieved, costs optimized, and risks reduced. When creating a new service, organizations must assess:

- * Costs (resources required to deliver the service),
- * Risks (potential threats to performance and adoption),
- * Outcomes (the results and benefits expected).

This reflects the ITIL service value system's definition of co-creating value between provider and consumer.

(Reference: ITIL 4 Strategist DPI, section on "Value creation and value drivers")

NEW QUESTION # 31

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