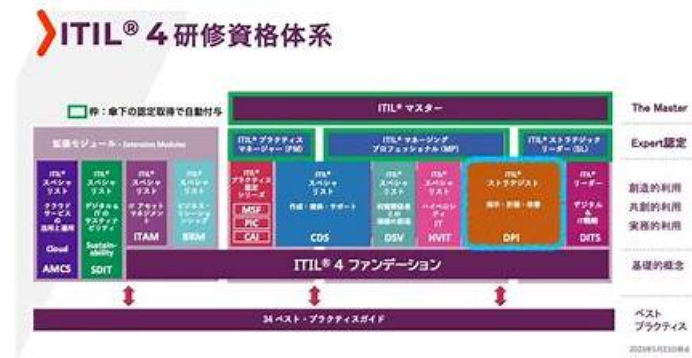


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	Organization Change Management: This section of the exam measures skills of IT Service Managers and explains the role of organizational change management in IT service management.
Topic 3	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.
Topic 4	Value Stream Mapping: This section of the exam measures skills of Compliance Officers and covers the use of value stream mapping. It shows how identifying process inefficiencies and improving workflows can optimize the overall delivery of value.
Topic 5	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 6	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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q39-Q44):

NEW QUESTION # 39

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. Keep high-risk decisions within the executive group, but define a policy for delegating other decisions**
- C. Refer decisions to line managers, who will escalate cases to the executive group when appropriate
- D. Ensure that technical decisions are made by the operational staff who can define the risks

Answer: B

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 # 40

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. Agree a method for involving the support team in financial decisions
- C. Inform the support team that they will receive regular email updates
- 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 # 41

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it. Which organizational change management requirement does this MOST contribute to?

- **A. Willing and prepared participants**
- B. Strong and committed leadership
- C. Sustained improvement
- D. Clear and relevant objectives

Answer: A

Explanation:

DPI emphasizes that OCM must create willing and prepared participants by providing clarity on the change's purpose and

encouraging open discussion. This builds trust, reduces resistance, and increases engagement. Objectives (A) and leadership (B) are important but are managerial aspects, not participant readiness. Sustained improvement (D) occurs later. The direct outcome of early communication and dialogue is prepared participants.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - preparing participants")

NEW QUESTION # 42

Which is a result of an organization following the local laws of a country where it operates?

- **A. Improved compliance**
- B. Increased value
- C. Improved governance
- D. Increased risk

Answer: A

Explanation:

DPI highlights that compliance refers to meeting legal, regulatory, and policy requirements. By following local laws, the organization ensures improved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.

(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")

NEW QUESTION # 43

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. Ask stakeholders to collaborate to optimize and eliminate waste, and establish metrics for measuring improvement**
- C. Hire an organizational change management consultant to identify the attitudes, behaviours, and cultural changes that are required to make value streams more effective
- D. Ask stakeholders to document all value stream activities for which they are responsible, then assign team members to each activity to develop improvements

Answer: B

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 # 44

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