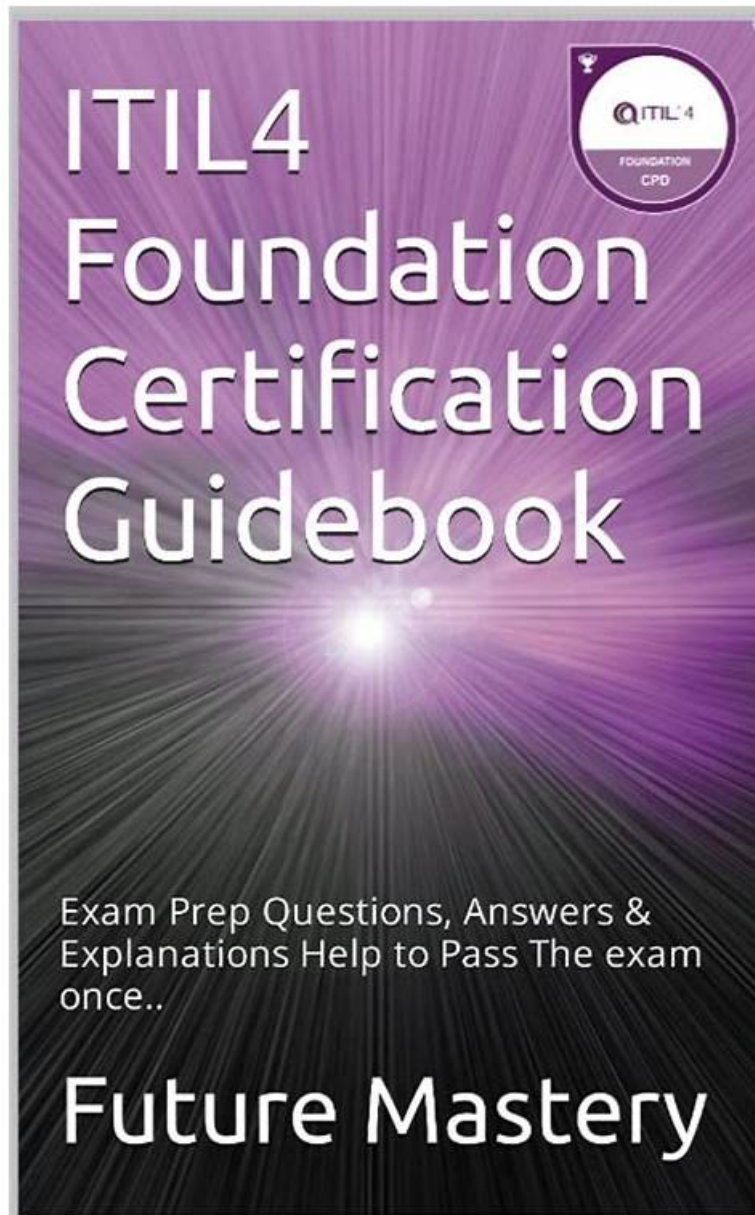


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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q21-Q26):

NEW QUESTION # 21

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

- * Modify the application to automatically add the current date and time when a transaction is entered
- * Establish a communication plan to remind users of the importance of including the date and time on transactions
- * Develop a goals cascade so that all staff know their role in achieving company goals
- * Create a report showing non-compliant records and take appropriate action to correct them

- A. 1 and 4
- B. 2 and 3
- C. 3 and 4
- D. 1 and 2

Answer: A

Explanation:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto- capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.

(Reference: ITIL 4 Strategist DPI, section on "Controls - preventive and detective mechanisms in governance")

NEW QUESTION # 22

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 value stream map for the continual improvement effort to better understand how it is working
- B. Establishing a strong governance capability to help build a culture of continual improvement
- C. Developing a business case for continual improvement and asking for support from senior management
- D. Starting all improvement efforts with a clear understanding of the current and desired future state

Answer: B

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 # 23

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. Explain the benefits to customers in an email; hold discussions with users to explain the changes

- B. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues
- C. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- 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 # 24

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

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

Answer: A

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 # 25

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

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

Answer: A

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 # 26

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