

ITIL ITIL4-DPI Valid Test Objectives & Exam Topics

ITIL4-DPI Pdf



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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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 6	• Governance and Compliance: 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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q28-Q33):

NEW QUESTION # 28

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. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- **B. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback**
- C. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns
- D. Publish a printed weekly newsletter that clearly and consistently communicates change

Answer: B

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

Answer: A

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

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

Answer: C

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 # 31

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

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

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 # 32

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

- A. Measures, methods, and metrics
- B. Cost, risks, and outcomes
- C. Goals, success factors, and key performance indicators
- 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 # 33

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