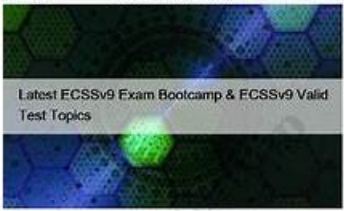


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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.
Topic 3	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 4	• 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 5	• 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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q14-Q19):

NEW QUESTION # 14

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. Efficiency, effectiveness, and outcomes
- C. Cost, risks, and outcomes
- D. Measures, methods, and metrics

Answer: C

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 # 15

An organization is transitioning to a new customer relationship management (CRM) system with the aim of expanding its customer base and increasing customer retention. The new cloud-based system will be used both internally and by an outsourced call centre. This high-cost, high-priority initiative has many critics who are concerned with lack of resources.

Which stakeholder's support for this initiative is MOST needed to obtain necessary resources and overcome concerns?

- A. Director of Sales
- B. Information Security Manager
- C. Service Level Manager
- D. Call Centre Manager

Answer: A

Explanation:

In ITIL 4 DPI, governance ensures that high-cost, high-priority initiatives align with strategic direction.

For initiatives that affect customer base and retention, executive sponsorship is crucial to secure resources and overcome resistance.

The Director of Sales is the key stakeholder since this system directly impacts sales growth and customer management. While service

level, security, and call centre roles are important operationally, only executive-level oversight ensures the initiative is prioritized and funded.

(Reference: ITIL 4 Strategist DPI, section on "Governance at multiple levels - Strategic oversight and sponsorship")

NEW QUESTION # 16

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. Provide responses to frequently asked questions (FAQ) on a website
- B. Send frequent email updates explaining the importance of the change
- C. Ask managers to provide information about staff attitudes to the change
- **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 # 17

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

Answer: D

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 # 18

A service provider is implementing a new self-service portal for users to request access to IT services. The portal will be made available to 5000 users across 50 sites.

Which is the BEST guidance for producing guidelines for users of the self-service portal?

- A. Provide guidelines for using the self-service portal for access requests to the service desk staff so that they can help users
- B. Provide guidelines outlining the difference from previous methods of requesting access to IT services
- C. Circulate detailed guidelines to users for using the self-service portal to request access to IT services
- **D. Produce simple guidelines for users of the self-service portal for access requests, making it clear who to contact for exceptions**

Answer: D

Explanation:

DPI and the guiding principle "Keep it simple and practical" stress that guidance should be clear, concise, and user-friendly. With 5000 users, simple guidelines prevent confusion and reduce support overhead.

Explicit instructions on who to contact for exceptions ensures smooth adoption. Options A and D risk overwhelming users with detail, while B shifts responsibility to the service desk instead of empowering users.

NEW QUESTION # 19

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