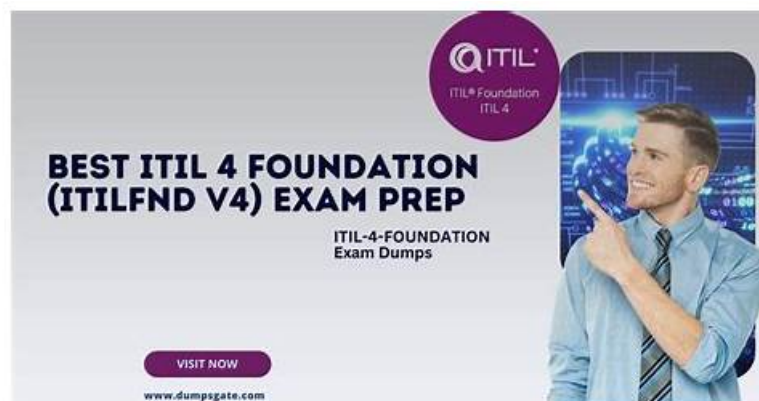


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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	• 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	• 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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q11-Q16):

NEW QUESTION # 11

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives.

How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- B. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- C. Put compliance controls in place to ensure that all centres of expertise are following the same practices
- D. Collect feedback from both organizational and IT leadership from each region

Answer: A

Explanation:

In DPI, alignment is achieved through cascading objectives: breaking down high-level organizational goals into increasingly detailed objectives at each layer of the organization. This ensures that every division, team, and activity is aligned to the overall strategic vision. Compliance controls (A) only enforce uniformity, not alignment. Risk prioritization (B) is important but narrower in scope. Collecting feedback (D) helps communication but does not ensure systematic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Cascading objectives and alignment of organizational layers")

NEW QUESTION # 12

An IT department is functioning as a service provider for the company it is a part of.

Which statement about this provider's governance is CORRECT?

- A. An internal service provider's governance is limited to external factors such as regulations and legislation
- B. An internal service provider must use the service value system instead of governance
- C. An internal service provider is not subject to governance because they are part of the same company
- D. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body

Answer: D

Explanation:

DPI clarifies that governance always comes from the organization's governing body. Internal service providers do not operate independently; they must follow the governance structures of the parent organization. They may only self-govern if explicitly delegated authority. Option A is incorrect (governance covers internal and external). Option B is false—governance always applies. Option D is misleading; the SVS supports governance, not replaces it.

(Reference: ITIL 4 Strategist DPI, section on "Governance in internal and external service provider contexts")

NEW QUESTION # 13

The manager of a team of highly skilled professionals often handles challenging problems personally in an effort to demonstrate expertise.

Which TWO are the MOST LIKELY consequences of this behaviour?

- * Decisions take longer
- * Employee morale improves
- * Decisions are made quickly
- * Employee morale suffers

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

Answer: A

Explanation:

DPI governance principles highlight that when managers centralize decisions and problem-solving, it creates bottlenecks (delays in decision-making) and reduces team empowerment, leading to lower morale. Thus, options 1 (decisions take longer) and 4 (employee morale suffers) are the consequences. The behaviour undermines delegation of authority and staff empowerment, which DPI stresses as essential for effective governance and oversight.

(Reference: ITIL 4 Strategist DPI, section on "Delegation of authority and empowerment of teams")

NEW QUESTION # 14

An internet service provider has recently acquired a smaller competitor and has performed an analysis of internal and external factors affecting both companies. The competitor was acquired because of their popularity in the market due to excellent service levels. The management are about to integrate the staff and practices of the two organizations and would like to ensure that this is successful. Which assessment method is BEST for them to adopt?

- A. Change readiness
- **B. Strengths, weaknesses, opportunities, threats (SWOT)**
- C. Customer/user satisfaction
- D. SLA achievement

Answer: B

Explanation:

DPI highlights SWOT analysis as a key assessment tool for mergers, acquisitions, or major integrations.

SWOT helps organizations understand internal capabilities (strengths/weaknesses) and external market factors (opportunities/threats).

This is critical when combining practices and cultures to ensure strengths are leveraged and weaknesses are mitigated. Customer satisfaction (B) and SLA analysis (D) are narrow operational measures. Change readiness (C) is useful but does not fully assess strategic alignment.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - SWOT analysis in organizational change")

NEW QUESTION # 15

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 # 16

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