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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q27-Q32):

NEW QUESTION # 27

A service provider is improving its 'service desk' practice and has established the success factor: "improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. 10% increase in calls resolved without escalation by end of the year
- B. Accelerate service request fulfilment by the end of quarter 2
- C. Reduce time to resolve the underlying cause of incidents
- D. Increase average time to answer phones by 5%

Answer: A

Explanation:

DPI stresses that KPIs should directly measure progress toward the defined success factor. Here, the success factor is improved user satisfaction with the service desk. Increasing the number of calls resolved without escalation (Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly

user satisfaction. Option D worsens satisfaction by increasing wait times.
(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 28

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.
Which guiding principle are they applying?

- A. Collaborate and promote visibility
- B. Think and work holistically
- C. Keep it simple and practical
- D. Focus on value

Answer: A

Explanation:

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency.

"Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.

(Reference: ITIL 4 Strategist DPI, section on "Guiding principles - Collaborate and promote visibility")

NEW QUESTION # 29

An organization recently established a continual improvement team to promote and enable continual improvement throughout the SVS. The members of the team are discussing the team's role in continual improvement across the organization.
Which is the BEST description of the team's role in this situation?

- A. The team should focus on the improvement of the 'continual improvement' practice
- B. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model
- C. The team should be the central point of responsibility for the identification, proposal, and implementation of all improvements
- D. The team should ensure that everyone in the organization is empowered and trained to identify and propose improvements

Answer: D

Explanation:

According to DPI, the continual improvement team's role is to promote a culture of improvement across the organization. Their purpose is not to own every improvement but to empower all staff to recognize and propose improvements. By enabling knowledge, training, and cultural reinforcement, they encourage everyone to participate. Options A and C are too narrow, and D is too rigid since the continual improvement model is guidance, not a strict sequence.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement culture and responsibilities")

NEW QUESTION # 30

Which BEST describes the relationship between planning and risk?

- A. Risk management is the exclusive domain of dedicated risk managers
- B. Planning is a high-level function, risk management is a tactical activity
- C. Planning should always consider risks and how to mitigate them
- D. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed

Answer: C

Explanation:

In DPI, planning and risk management are inseparable. Every plan should consider uncertainties and include mitigation strategies.

Option B captures this integration directly. Option A is misleading: both planning and risk management happen at all levels. Option C partially reflects the relationship but is incomplete. Option D contradicts DPI guidance: risk management is an organizational responsibility, not just for specialists.

(Reference: ITIL 4 Strategist DPI, section on "Integration of planning and risk management")

NEW QUESTION # 31

Which statement describes the influence of services on service consumers' outcomes, costs, and risks?

- A. Services remove risks from service consumers without introducing new ones
- B. A service should introduce fewer costs than it removes
- C. The key benefit of services is to reduce costs and risks
- D. Services can negatively affect some outcomes while supporting others

Answer: D

Explanation:

DPI explains that services influence consumer outcomes, costs, and risks in complex ways. They may enable desired outcomes while also introducing new costs and risks. Thus, services can support some outcomes and negatively affect others. They never remove all risks (contradicts B), cost reduction is not the sole benefit (contradicts C), and D oversimplifies the cost-value relationship. (Reference: ITIL 4 Strategist DPI, section on "Understanding value, outcomes, costs, and risks")

NEW QUESTION # 32

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