

# Pass Guaranteed ITIL4-DPI - Updated Valid ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Notes



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## ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q18-Q23):

### NEW QUESTION # 18

A retailer is considering introducing a new virtual reality feature to its online presence. Recognizing this is a significant effort requiring new skills and technology, the CIO has asked the operations manager to assess the impact to the organization. Which assessment method would work BEST in this situation?

- A. SLA achievement analysis
- **B. Gap analysis**
- C. Customer satisfaction analysis
- D. Process maturity assessment

**Answer: B**

Explanation:

In ITIL DPI, gap analysis is used to compare the current state against the desired future state. Since the retailer is adopting new technology and skills, gap analysis identifies capability shortfalls and resource needs to support the change. Customer satisfaction analysis (A) and SLA analysis (C) measure service performance, not organizational readiness. Process maturity assessment (D) examines process capability but not the holistic gap to achieve new capabilities.

(Reference: ITIL 4 Strategist DPI, section on "Assessment methods - gap analysis for change initiatives")

#### NEW QUESTION # 19

A manager is planning which interfaces will be needed across the value stream when a new service is created. Which of these steps should be carried out FIRST?

- **A. Identify and involve stakeholders in the service**
- B. Identify practices that will be used to create and manage the service
- C. Identify tools that will be used to develop and deploy the service
- D. Identify utility and warranty requirements for the service

**Answer: A**

Explanation:

According to DPI, the first step in value stream planning is to involve stakeholders. Stakeholders help identify requirements, expectations, and dependencies, ensuring the value stream design supports utility (fit for purpose) and warranty (fit for use). Tools and practices (A and B) come later, once needs are clarified.

Utility and warranty requirements (C) are critical, but they must be established with stakeholder input, not in isolation.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - stakeholder involvement in design")

#### NEW QUESTION # 20

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 is not subject to governance because they are part of the same company
- **C. An internal service provider cannot govern itself unless it has specifically delegated the authority by the company's governing body**
- D. An internal service provider must use the service value system instead of governance

**Answer: C**

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 # 21

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

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

**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 # 22

Which is a result of an organization following the local laws of a country where it operates?

- A. Increased value
- **B. Improved compliance**
- C. Improved governance
- D. Increased risk

**Answer: B**

Explanation:

DPI highlights that compliance refers to meeting legal, regulatory, and policy requirements. By following local laws, the organization ensures improved compliance. Governance (A) is the system of oversight but does not automatically result from law adherence. Risks (B) are reduced, not increased, by compliance. Value (D) is indirectly supported but not guaranteed. Thus, compliance is the direct outcome.

(Reference: ITIL 4 Strategist DPI, section on "Governance, risk, and compliance (GRC)")

## NEW QUESTION # 23

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