

Quiz 2025 High-quality ITIL ITIL4-DPI: ITIL 4 Strategist: Direct, Plan and Improve (DPI) Latest Mock Test



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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 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	• 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 6	• 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 (Q30-Q35):

NEW QUESTION # 30

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

Answer: B

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 # 31

A service provider has experienced a number of problems with their cloud storage service that have caused service outages. Problem management has successfully identified the cause of each incident, but further improvements to the service are considered necessary.

Which is the BEST example of using the 'continual improvement model' to guide improvements to the service?

- A. Use the model to identify and compare improvements to the 'problem management' practice
- B. Use the model to assess and authorize changes to improve the cloud storage service
- **C. Use the model to identify and prioritize improvements to the cloud storage service**
- D. Use the model to restore and recover the cloud storage service each time the service fails

Answer: C

Explanation:

The continual improvement model is applied to evaluate, prioritize, and implement improvements across services, practices, and processes. Here, the focus is the cloud storage service, not just the practice of problem management. Option B reflects the model's purpose—identify improvement opportunities, assess priorities, and act to prevent recurrence of failures. Options A, C, and D misapply the model to either specific practices or operational recovery, not holistic improvement.

(Reference: ITIL 4 Strategist DPI, section on "Applying the continual improvement model to services and practices")

NEW QUESTION # 32

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

Answer: B

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 # 33

At the start of an organizational change initiative, the managers of an organization ensure that stakeholders know what the change is supposed to achieve and encourage them to discuss it.

Which organizational change management requirement does this MOST contribute to?

- **A. Willing and prepared participants**
- B. Clear and relevant objectives
- C. Strong and committed leadership
- D. Sustained improvement

Answer: A

Explanation:

DPI emphasizes that OCM must create willing and prepared participants by providing clarity on the change's purpose and encouraging open discussion. This builds trust, reduces resistance, and increases engagement. Objectives (A) and leadership (B) are important but are managerial aspects, not participant readiness. Sustained improvement (D) occurs later. The direct outcome of early communication and dialogue is prepared participants.

(Reference: ITIL 4 Strategist DPI, section on "Organizational change management - preparing participants")

NEW QUESTION # 34

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. Provide managers with the tools they need to manage people through the change**
- C. Ask managers to provide information about staff attitudes to the change
- D. Send frequent email updates explaining the importance of the change

Answer: B

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 # 35

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