Quiz ITIL4-DPI - Valid ITIL 4 Strategist: Direct, Plan and Improve (DPI) Exam Format

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ITIL ITIL4-DPI Exam Syllabus Topics:

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

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q29-Q34):

NEW QUESTION # 29
An organization uses an external service provider to develop and support a critical application. They have asked the supplier to make improvements as users have been complaining that the application is difficult to use.
What would be a suitable SMART KPI for measuring this improvement?

- A. Usability of the application evaluated by the application manager improves from "poor" to "good" over the next six months
- B. Customer satisfaction with the application measured by using net promoter score increases by 5% each year
- C. User satisfaction with the application measured in a monthly survey increases by 30% over the next six months
- D. A significant number of user interface improvements implemented over the next six months

Answer: C

Explanation:
In DPI, KPIs must be SMART (Specific, Measurable, Achievable, Relevant, Time-bound). Option B is the only one that fully meets SMART criteria:
* Specific (user satisfaction with the application),
* Measurable (30% increase),
* Achievable (reasonable improvement target),
* Relevant (directly tied to usability),
* Time-bound (six months).
Options A and D lack measurable objectivity, while C is too broad and long-term.
(Reference: ITIL 4 Strategist DPI, section on "Measurement and reporting - setting SMART objectives and KPIs")

NEW QUESTION # 30
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. SLA achievement
- B. Change readiness
- C. Customer/user satisfaction
- D. Strengths, weaknesses, opportunities, threats (SWOT)

Answer: D

Explanation:
DPI highlightsSWOT analysisas a key assessment tool for mergers, acquisitions, or major integrations.
SWOT helps organizations understandinternal capabilities (strengths/weaknesses)andexternal 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 # 31
Which type of plan would outline the organizational vision for a multi-year infrastructure expansion?

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

Answer: A

Explanation:
According to ITIL DPI, planning occurs atstrategic, tactical, and operational levels. Astrategic plandefines long-term direction,
includingmulti-year infrastructure expansionthat 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 # 32
Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

- A. Improvement
- B. Vision
- C. Direction
- D. Planning

Answer: A

Explanation:
Thecontinual improvement modelin ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is
successful and what requires adjustment. This is the essence ofimprovement-using measurement and feedback to guide future action.
Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Onlyimprovementis about data-
driven reflection and adaptation.
(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

NEW QUESTION # 33
An organization is mapping a value stream for an IT service. In the current map, the same activity is repeated multiple times. When
identifying opportunities to remove waste from the value streams, it has been determined that several days could be removed from
the delivery time by eliminating repeated work.
What is this an example of?

- A. Cascading goals through the organization
- B. Establishing clear objectives for assessments
- C. Optimizing a workflow through the organization
- D. Building value chains on effective practices

Answer: C

Explanation:
In DPI,value stream mappingidentifies bottlenecks, redundancies, and delays. Eliminating repeated activities to save time is an
example ofworkflow optimization(Option C). This reflects Lean principles embedded in DPI - improving flow, reducing waste, and

enhancing efficiency. Cascading goals (A), effective practices (B), and objectives for assessments (D) are unrelated to workflow waste elimination.
(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - optimizing workflow and eliminating waste")

NEW QUESTION # 34
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