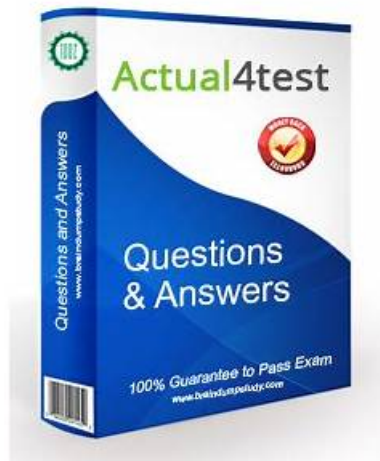


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Continual Improvement: This section of the exam measures skills of Compliance Officers and explores the principles of continual improvement. It encourages the use of data, feedback, and structured practices to enhance services and adapt processes over time.
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	• 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.
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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q14-Q19):

NEW QUESTION # 14

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

Answer: D

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 # 15

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

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

Answer: D

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 # 16

When planning a new service, which three factors should be considered when defining the value that the service will create?

- **A. Cost, risks, and outcomes**
- B. Efficiency, effectiveness, and outcomes

- C. Measures, methods, and metrics
- D. Goals, success factors, and key performance indicators

Answer: A

Explanation:

The DPI guidance highlights that value is defined by outcomes achieved, costs optimized, and risks reduced. When creating a new service, organizations must assess:

- * Costs (resources required to deliver the service),
- * Risks (potential threats to performance and adoption),
- * Outcomes (the results and benefits expected).

This reflects the ITIL service value system's definition of co-creating value between provider and consumer.

(Reference: ITIL 4 Strategist DPI, section on "Value creation and value drivers")

NEW QUESTION # 17

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

Answer: C

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 # 18

What is the difference between a policy and a control?

- A. Policies are defined by governance, controls are defined by management
- B. Policies focus on organizations and people, controls focus on information and technology
- C. A control is a type of policy that directs staff behaviour
- D. A policy is a type of control that states what management expects

Answer: A

Explanation:

In ITIL 4 DPI, policies are the high-level expectations, rules, or guidelines that are defined by the organization's governing body. They establish the framework for decision-making and behaviour. Controls, on the other hand, are management mechanisms used to enforce policies and ensure compliance. Thus, policies come from governance, while controls are implemented by management to enforce those policies.

(Reference: ITIL 4 Strategist DPI, section on "Policies, controls, and guidelines - governance vs. management responsibilities")

NEW QUESTION # 19

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