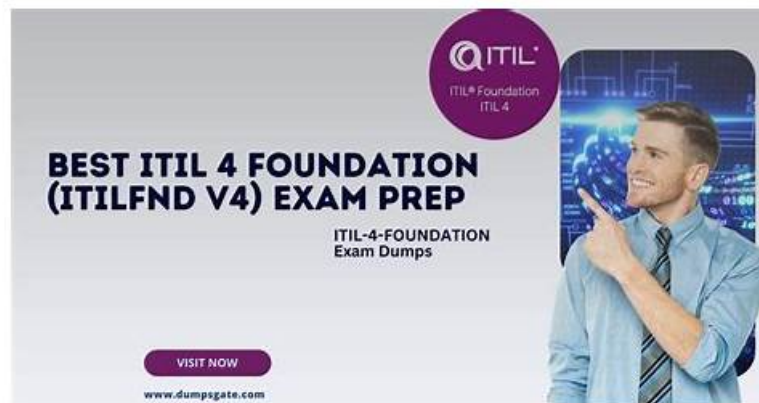


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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• Risk Management: This section of the exam measures skills of IT Service Managers and provides an understanding of risk management in IT services. It focuses on helping organizations anticipate, minimize, and respond effectively to potential disruptions or losses.
Topic 2	• 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 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	• 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 5	• 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 6	• 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 7	• 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 8	• 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.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q19-Q24):

NEW QUESTION # 19

As a result of feedback from customers received at regular service reviews, an organization with a large number of users is migrating an important IT service to a cloud service provider. The service functionality and the user interface will not change, but the availability and performance should improve.

Which communication plan is MOST appropriate?

- A. Launch the project using a self-help portal to ensure maximum coverage; ensure the same message gets to customers and users
- B. Explain the benefits to customers in an email; hold discussions with users to explain the changes
- C. Discuss the impact of the changes on the customers at the next service review; send users an email detailing change dates and the expected benefits
- D. Launch the upgraded service then discuss its effects at a future service review; use the service desk to deal with any user issues

Answer: C

Explanation:

In DPI, effective communication is critical in organizational change management. For large user bases, the communication plan must:

- * Engage customers directly in reviews (two-way communication),
- * Provide clear, proactive messaging to users (email with dates and benefits).

This ensures visibility and minimizes confusion. Options A and D lack adequate two-way engagement, and C provides fragmented communication. Option B reflects DPI's emphasis on timely, consistent, and role-appropriate communication.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and stakeholder engagement in change")

NEW QUESTION # 20

Which BEST describes a value stream?

- A. The way an organization applies specific resources to tasks
- B. Steps that add value to a unit of work being processed in the service value chain
- C. A structured approach to organizational change, so that staff members feel valued
- D. A flexible and simple guide that supports improvement initiatives

Answer: B

Explanation:

DPI defines a value stream as "a series of steps an organization undertakes to create and deliver products and services to consumers." It describes how value is created and flows through the service value chain. Option A directly reflects this definition. Options B, C, and D refer to resources, guidance, or change management, not the definition of value streams.

(Reference: ITIL 4 Strategist DPI, section on "Value stream mapping - definition and purpose")

NEW QUESTION # 21

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

Answer: B

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 # 22

Which concept or activity involves reviewing data to identify what is working well and what needs to be done differently?

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

Answer: C

Explanation:

The continual improvement model in ITIL DPI explicitly requires reviewing data and performance outcomes to determine what is successful and what requires adjustment. This is the essence of improvement—using measurement and feedback to guide future action. Direction (A) and vision (D) are long-term guiding elements, while planning (B) organizes work. Only improvement is about data-driven reflection and adaptation.

(Reference: ITIL 4 Strategist DPI, section on "Continual improvement model - steps to evaluate and adapt")

NEW QUESTION # 23

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. Developing a business case for continual improvement and asking for support from senior management
- C. Starting all improvement efforts with a clear understanding of the current and desired future state
- **D. Establishing a strong governance capability to help build a culture of continual improvement**

Answer: D

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 # 24

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