

# ITIL

## Exam Questions ITIL4-DPI

ITIL 4 Strategist: Direct, Plan and Improve (DPI)



#### NEW QUESTION 1

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 focus on the improvement of the 'continual improvement' practice
- D. The team should ensure that every improvement initiative strictly follows the steps in the ITIL continual improvement model

**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 2

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. Ask managers to provide information about staff attitudes to the change
- B. Send frequent email updates explaining the importance of the change
- C. Provide responses to frequently asked questions (FAQ) on a website
- D. Provide managers with the tools they need to manage people through the change

**Answer: D**

#### NEW QUESTION 3

A service provider has a small technical support team, who are based in a remote location and provide support to a critical service. The support group have a reputation for providing excellent service. Head office, who control budget decisions, are implementing an improvement project for the service.

What should the service provider do FIRST to identify the support team's involvement in the project?

- A. Inform the support team that they will receive regular email updates
- B. Initiate a discussion with the support group to understand their preferred method of communication
- C. Agree a method for involving the support team in financial decisions
- D. Use the same method of communication as agreed with all project stakeholders

**Answer: B**

#### NEW QUESTION 4

An organization is drafting a plan to achieve its strategic goals and is ensuring that they consider the involvement of all appropriate stakeholders at all levels in the organization.

Which guiding principle are they applying?

- A. Focus on value
- B. Think and work holistically
- C. Collaborate and promote visibility
- D. Keep it simple and practical

**Answer: C**

#### NEW QUESTION 5

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives.

How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Put compliance controls in place to ensure that all centres of expertise are following the same practices
- B. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- C. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- D. Collect feedback from both organizational and IT leadership from each region

**Answer: C**

#### Explanation:

In DPI, alignment is achieved through cascading objectives: breaking down high-level organizational goals into increasingly detailed objectives at each layer of the organization. This ensures that every division, team, and activity is aligned to the overall strategic vision. Compliance controls (A) only enforce uniformity, not alignment. Risk prioritization (B) is important but narrower in scope. Collecting feedback (D) helps communication but does not ensure systematic alignment. (Reference: ITIL® 4 Strategist DPI, section on "Cascading objectives and alignment of organizational layers")

#### NEW QUESTION 6

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 identify and prioritize improvements to the cloud storage service
- C. Use the model to restore and recover the cloud storage service each time the service fails
- D. Use the model to assess and authorize changes to improve the cloud storage service

**Answer:** B

#### NEW QUESTION 7

An organization is transitioning to a new customer relationship management (CRM) system with the aim of expanding its customer base and increasing customer retention. The new cloud-based system will be used both internally and by an outsourced call centre. This high-cost, high-priority initiative has many critics who are concerned with lack of resources.

Which stakeholder's support for this initiative is MOST needed to obtain necessary resources and overcome concerns?

- A. Director of Sales
- B. Service Level Manager
- C. Information Security Manager
- D. Call Centre Manager

**Answer:** A

#### NEW QUESTION 8

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

**Answer:** D

#### NEW QUESTION 9

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

- A. Efficiency, effectiveness, and outcomes
- B. Measures, methods, and metrics
- C. Cost, risks, and outcomes
- D. Goals, success factors, and key performance indicators

**Answer:** C

#### NEW QUESTION 10

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

**Answer:** C

#### Explanation:

In DPI, value stream mapping identifies bottlenecks, redundancies, and delays. Eliminating repeated activities to save time is an example of workflow 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 10

Which describes 'scope of control'?

- A. The content of a service improvement plan
- B. The set of risks that are owned and assessed by a department manager
- C. The extent to which a manager can direct the actions of team members
- D. The number of managers to whom an individual must provide regular reports

**Answer:** C

#### NEW QUESTION 13

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