Exam : **ITIL4-DPI**

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

Version : DEMO

1.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
Explanation:
In ITIL 4 DPI, governance ensures that high-cost, high-priority initiatives align with strategic direction. For initiatives that affect customer base and retention, executive sponsorship is crucial to secure resources and overcome resistance. The Director of Sales is the key stakeholder since this system directly impacts sales growth and customer management. While service level, security, and call centre roles are important operationally, only executive-level oversight ensures the initiative is prioritized and funded.
(Reference: ITIL® 4 Strategist DPI, section on "Governance at multiple levels – Strategic oversight and sponsorship")

2.A service provider has developed a strategy to increase its revenue by launching a new cloud storage service. This strategy is being cascaded down to the technical teams.
Which is a relevant objective that will support the strategy?
A. Average number of storage access failures per month
B. Increase profit by launching new wi-fi services into new geographic markets
C. Achieve a 10% increase in service requests fulfilled in the target time
D. Design and implement new infrastructure by the end of quarter 2
Answer: D
Explanation:
ITIL DPI emphasizes that objectives must cascade logically from strategy into actionable plans. Since the strategic goal is to launch a new cloud storage service, the technical objective must directly support that initiative. "Design and implement new infrastructure by the end of quarter 2" is aligned, measurable, and time-bound. The other options either do not directly relate to the cloud service (B, C) or are ongoing operational metrics (A), not strategic enablers.
(Reference: ITIL® 4 Strategist DPI, section on "Cascading objectives and alignment with strategy")

3.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
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")

4.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")

5.In an organization, IT teams are working on documented, structured, and systematic processes for all customer-facing work.
Which concept is this an example of?
A. A control
B. A balanced scorecard
C. A method
D. A risk
Answer: C
Explanation:
In DPI, a method is defined as a structured and systematic approach to performing work, ensuring consistency and repeatability. Documented processes for customer-facing work represent methods applied to service management. A control is something put in place to manage risk, a balanced scorecard is a performance measurement tool, and a risk is a potential event. Hence, “method” is the correct categorization.
(Reference: ITIL® 4 Strategist DPI, section on "Policies, controls, and methods")