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QUESTIONS & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

An internal service provider is creating a business case to justify the purchase of a new service management toolset. The business case includes several options from multiple vendors.

Which is MOST important to include in the business case?

Options:

- A- The techniques used to develop the service provider's strategy
- B- The risks to the toolset vendors of not selecting their product
- C- An evaluation of organizational constraints on the use of the toolset
- D- A description of how the guiding principles will be used to implement the toolset

Answer:

C

Explanation:

DPI explains that a business case must include an evaluation of constraints (financial, technical, cultural, and organizational) that might affect adoption of the solution. This ensures feasibility and realistic planning. Option A (strategy techniques) is irrelevant here. Option B is vendor-focused, not organizational. Option D (guiding principles) supports implementation but is not central to justifying the case.

(Reference: ITIL 4 Strategist DPI, section on 'Business cases -- evaluating options and constraints')

Question 2

Question Type: MultipleChoice

A legacy financial system requires the user to manually enter the time and date of transactions to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are TWO effective controls that could improve compliance?

Modify the application to automatically add the current date and time when a transaction is entered

Establish a communication plan to remind users of the importance of including the date and time on transactions

Develop a goals cascade so that all staff know their role in achieving company goals

Create a report showing non-compliant records and take appropriate action to correct them

Options:

A- 1 and 2

B- 2 and 3

C- 3 and 4

D- 1 and 4

Answer:

D

Explanation:

In DPI, controls are mechanisms to ensure compliance and mitigate risks. Modifying the system to auto-capture date/time (1) is a preventive control, while reporting and correcting non-compliant records (4) is a detective control. Together, these are effective and practical. Communication plans (2) and goals cascades (3) improve awareness but do not guarantee compliance. DPI stresses that technical and reporting controls are stronger than relying on human reminders.

(Reference: ITIL 4 Strategist DPI, section on 'Controls -- preventive and detective mechanisms in governance')

Question 3

Question Type: MultipleChoice

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

Options:

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

Answer:

D

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')

Question 4

Question Type: MultipleChoice

An organization has determined that a significant percentage of incidents have delayed resolutions because they are escalated to the wrong team, and need to be reassigned before they can be resolved. They plan to improve the flow of work by improving the accuracy of incident escalation.

What is this an example of?

Options:

- A- Collecting feedback
- B- Elimination of waste
- C- Addressing the four dimensions
- D- Organizational change management

Answer:

B

Explanation:

ITIL DPI applies Lean principles such as the elimination of waste. Repeated reassignments and delays in incident handling represent a form of waste in workflow. Improving accuracy of escalation removes unnecessary handoffs and accelerates resolution, optimizing flow. This aligns with Lean-inspired waste elimination. OCM (D) is about managing people through change, not fixing workflow inefficiencies.

(Reference: ITIL 4 Strategist DPI, section on 'Lean principles -- eliminate waste and optimize flow')

Question 5

Question Type: MultipleChoice

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

Options:

- 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')

Question 6

Question Type: MultipleChoice

A service provider has established the success factor of: "improved availability of wi-fi service."

Using the SMART model, which is the BEST key performance indicator to use to measure this?

Options:

- A- 10% increase in resolution of wi-fi incidents within target time by the end of quarter 3
- B- 5% reduction in number of complaints to the service desk by the end of the year
- C- 5% increase in user satisfaction scores for the wi-fi service
- D- Increase in wi-fi service reliability by the end of quarter 2

Answer:

A

Explanation:

SMART KPIs must be Specific, Measurable, Achievable, Relevant, and Time-bound. Option A is specific to wi-fi availability, measurable (10% increase), achievable, relevant, and time-bound (by end of Q3). Options B and C measure perceptions (complaints/satisfaction) but are indirect. Option D lacks a measurable percentage or defined metric. DPI stresses that success factors should be measured by clear, objective performance outcomes, not just subjective satisfaction.

(Reference: ITIL 4 Strategist DPI, section on 'Defining and measuring critical success factors and KPIs')

Question 7

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Explanation:

The DPI guidance emphasizes collaboration and visibility as essential principles in planning. By ensuring all stakeholders at every level are engaged, the organization promotes shared ownership and transparency. "Focus on value" (A) targets alignment to business outcomes, "Think and work holistically" (B) refers to systems thinking, and "Keep it simple and practical" (D) ensures clarity. The scenario most directly reflects collaboration and visibility.

(Reference: ITIL 4 Strategist DPI, section on 'Guiding principles -- Collaborate and promote visibility')

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