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Peoplecert ITIL-4-Specialist-High-velocity-IT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> High-velocity Nature of the Digital Enterprise: This part of the exam assesses the competencies of IT service managers, who operate within high-speed environments. It emphasizes how organizations can thrive in the fast-evolving digital landscape, focusing on key methodologies such as agile, lean, and DevOps practices.
Topic 2	<ul style="list-style-type: none"> Resilient and Secure IT Systems: This area focuses on ensuring security and resilience within high-velocity IT settings. Candidates are tested on their expertise in creating IT systems that are secure and robust while still supporting the fast-paced delivery of IT services.
Topic 3	<ul style="list-style-type: none"> Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.
Topic 4	<ul style="list-style-type: none"> Techniques for High-velocity IT: In this section, the exam evaluates the proficiency of IT Service managers in utilizing tools and techniques that promote high-velocity IT. Key areas include continuous integration (CI), continuous delivery (CD), and automating IT infrastructure.

Topic 5	<ul style="list-style-type: none">ITIL Guiding Principles in High-velocity IT: This section evaluates how IT service managers apply the ITIL guiding principles in high-velocity IT contexts. It examines the role of these principles in supporting digital transformations and agile work processes.
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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q33-Q38):

NEW QUESTION # 33

Which activity describes user-centered service design?

- A. Developing services without user involvement
- B. Prioritizing cost efficiency over user experience
- C. Creating a service based entirely on technical requirements
- D. **Balancing user experience with the technical and business requirements**

Answer: D

NEW QUESTION # 34

An organization is negotiating and agreeing the service levels for a social media site. Which is an example of a measure of utility that should be included in the service level agreement?

Answer:

Explanation:

The number of photo formats supported for upload

NEW QUESTION # 35

Which statement about the end-to-end customer journey is CORRECT?

- A. It excludes customer interactions outside of the organization's processes
- B. It involves only the stages of service delivery and resolution
- C. **It reflects an overall perception of the customer's experience**
- D. It focuses exclusively on technical service outcomes

Answer: C

NEW QUESTION # 36

An organization has a culture that encourages people to hide their mistakes. This reduces opportunities to learn and improve in many different areas.

Which practice would MOST help to improve this situation and how?

Relationship management, by developing and communicating values and principles Which is an example of planning for value co-creation?

Answer:

Explanation:

Agreeing with a customer the service desk team's response times for each method of user contact

NEW QUESTION # 37

Which is an example of results-based measurement and reporting?

- A. Documenting the time taken to resolve incidents
- B. Logging the total number of incidents raised by customers
- C. Measuring and reporting the customer satisfaction with closed incidents
- D. Tracking the number of unresolved incidents over a period of time

Answer: C

NEW QUESTION # 38

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