

# Free PDF 2026 Peoplecert ITIL-4-Specialist-High-velocity-IT: ITIL 4 Specialist: High-velocity IT Exam Authoritative Exam Format



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

| Topic   | Details   |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| Topic 2 | <ul style="list-style-type: none"> <li>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.</li> </ul>   |
| Topic 3 | <ul style="list-style-type: none"> <li>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.</li> </ul>  |

|         |  |
|---------|--|
| Topic 4 | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| Topic 5 | <ul style="list-style-type: none"> <li>Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.</li> </ul>  |

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### Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q39-Q44):

#### NEW QUESTION # 39

A service provider analyzes how the amount of work done by different user groups varies over time. What is this information BEST used for?

- A. To identify inefficiencies in service delivery
- B. To forecast the costs of delivering services
- C. To plan how to influence and support demand for services
- D. To prioritize resources for the most active user groups

**Answer: C**

#### NEW QUESTION # 40

What is the BEST way for a software development organization to encourage ethical behaviours?

- A. By running workshops where people discuss scenarios that have ethical significance
- B. By using agile methods to ensure people focus on the detail of each individual sprint
- C. By using machine learning algorithms to take decisions, instead of relying on people
- D. By defining policy that requires ethics to be considered by staff

**Answer: A**

#### NEW QUESTION # 41

A service provider has recently released an upgrade to its payroll service. The service provider had told the customer that the upgrade would include functionality to copy information from various other HR systems, to reduce the amount of manual data entry. However, this statement was not documented at the time, and the proposed functionality was not included in the design. Which practice includes activities which could have helped to avoid this situation?

- A. Business analysis
- B. Incident management
- C. Service level management
- D. Change enablement

**Answer: A**

### NEW QUESTION # 42

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Improve
- B. Engage
- C. Obtain/build
- **D. Plan**

**Answer: D**

### NEW QUESTION # 43

Which is a valid description of the priorities when using agile development methods?

- A. k
- **B. Responding to changes over following a plan**

**Answer: B**

### NEW QUESTION # 44

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