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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>Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.</li> </ul>
Topic 5	<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>

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### Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q11-Q16):

#### NEW QUESTION # 11

Which dimension of service management considers governance, management, and communication?

- A. Partners and suppliers
- B. Value streams and processes
- C. Organizations and people
- D. Information and technology

**Answer: C**

#### NEW QUESTION # 12

An organization has recently made improvements to how users request new phones, track their arrival, and get help setting the phone up.

Which practice has been most affected by these improvements?

- A. Incident Management
- B. Change Enablement
- C. Asset Management
- D. Service Request Management

**Answer: D**

#### NEW QUESTION # 13

A service provider is tracking the likelihood of service failures that could affect the service consumer. What is this a measure of?

**Answer:**

Explanation:  
Risk

#### NEW QUESTION # 14

An IT service provider is carrying out an internal assessment to identify opportunities to develop and improve their services. They have reviewed workflows and activities, the capabilities of their workforce, and supplier contracts.

Which area do they also need to consider?

- A. Financial budgets
- B. Information and technology
- C. Service design processes
- D. Customer satisfaction metrics

**Answer: C**

### NEW QUESTION # 15

An organization is undergoing a digital transformation. New behaviour patterns are encouraged among the teams. Many employees have adopted these patterns, but others are reluctant and unsure. An anonymous survey conducted by the leadership team highlighted that some team members avoid experimentation and prefer to search or wait for a single correct solution.

Which TWO key behaviour patterns are MOST LIKELY to be affected by this attitude?

1. Accept ambiguity and uncertainty
2. Commit to continual learning
3. Help get customers' jobs done
4. Trust and be trusted

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

**Answer: D**

### NEW QUESTION # 16

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