

Topic 2	<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 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"> 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 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.

>> **ITIL-4-Specialist-High-velocity-IT Exam Material** <<

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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q27-Q32):

NEW QUESTION # 27

A customer is retiring a service and has terminated the contract for the service with the service provider. The service provider will continue to deliver other services to the customer. Which activity should the service provider include in the plans to offboard the service?

- A. Disabling access to all services for the customer
- B. Conducting an exit interview with the customer to gather feedback
- **C. Identifying and making requests for outstanding payments for the service**
- D. Ensuring all customer data is deleted immediately

Answer: C

NEW QUESTION # 28

An organization is undergoing a digital transformation and is conducting a strategic analysis of its customers' needs. The organization uses agile methods to manage its digital products and a more traditional waterfall approach to manage its legacy systems. The organization is also considering introducing new products and services. Which is the BEST way for this organization to undertake this analysis?

- **A. Develop models that help analysts perform tasks that are appropriate for a given context**
- B. Use a single standardized approach for all customer needs analysis
- C. Perform a detailed gap analysis of current and future customer needs
- D. Focus on digital products and defer legacy systems analysis

Answer: A

NEW QUESTION # 29

An investment bank has outsourced its customer care helpline. It is keen to introduce experience metrics into its Service Level Agreements (SLAs) with the service provider for the helpline. It has asked for a re-negotiation of the existing SLA. Which is the BEST example of an experience metric that can be included in the SLA?

- A. Total number of calls answered per day
- B. Percentage of issues resolved within the first call
- C. Average call handling time
- **D. Customer satisfaction with the helpline**

Answer: D

NEW QUESTION # 30

At which steps in the customer journey should the approach to authorizing and enabling the user to use service be defined?

- **A. Onboard and Co-create**
- B. Design and Transition
- C. Explore and Improve
- D. Engage and Deliver

Answer: A

NEW QUESTION # 31

An IT department is working with the organization's marketing team to introduce a new set of analysis tools. Having read articles in the media about these tools, the marketing team has high hopes. Because the tools are being introduced using a phased implementation approach, the representatives of the two teams are struggling to agree on service level targets. How can the collaborate and promote visibility' guiding principle be applied to this situation?

Answer:

Explanation:

By being transparent about constraints and managing expectations

NEW QUESTION # 32

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