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ITIL 4 Specialist High Velocity IT Certification – Complete Guide



Introduction

Professional excellence digital economy requires the ability to deliver high-quality services at speed without compromising stability or governance. These high concept [itil 4 specialist high velocity it certification](#) equips professionals with the knowledge and practical skills needed to manage digital products in fast-paced, technology-driven environments. It focuses on Agile, Lean, and DevOps integration, enabling organizations to accelerate innovation while maintaining operational resilience and customer satisfaction.

What is ITIL 4 Specialist High Velocity IT Certification?

The [itil 4 specialist high velocity it certification](#) is part of the ITIL 4 Managing Professional stream. It concentrates on how digital organizations and digital operating models function in high-velocity environments.

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

Topic	Details
Topic 1	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 2	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 3	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 4	Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.
Topic 5	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 (Q29-Q34):

NEW QUESTION # 29

How can an organization facilitate positive outcomes and experiences throughout the customer journey?

- **A. By understanding service consumer needs and desires**
- B. By being fair and transparent with costs
- C. By optimizing the use of resources during the service lifecycle
- D. By ensuring key risks have been identified and addressed

Answer: A

NEW QUESTION # 30

An organization is considering its options for mitigating service continuity risks in an effort to ensure resilient operations. It has determined alternative sites that are suitable for use to resume normal operations in the event of a natural disaster, established data backup capabilities and identified manual ways of working.

Which would be the BEST option this organization could consider to complete its overall risk mitigation?

- **A. Ensure the plan is tested**
- B. Ensure the plan is clear and concise
- C. Ensure the availability of data
- D. Ensure the physical security of the sites

Answer: A

Explanation:

The organization has already identified alternate sites, backup capabilities, and manual workarounds. The major remaining gap is proving that these arrangements will actually work when needed. The best next step is to test the continuity plan.

A plan can look good on paper and still fail under real conditions. Testing validates roles, dependencies, timing, recovery assumptions, communication paths, and the practical usability of backup and recovery methods. In HVIT, resilient operations

depend on evidence-based confidence, not just documented intentions.

A is useful but insufficient. B appears partly addressed already through backup capabilities. D may matter, but it does not complete the continuity capability in the way testing does. So C is the strongest answer.

NEW QUESTION # 31

An organization that has been successful in the past is now struggling to succeed in a highly competitive industry. Customer expectations that are changing in unpredictable ways, and unclear user requirements, are making it difficult for the organization to decide a course of action. Several conflicting approaches have been suggested.

In the context of the Cynefin framework, which approach would BEST enable the organization to progress?

- A. Set clear objectives and apply proven best practices
- B. Ask experts to analyse the options and provide a recommendation
- C. Take quick action to stabilize the situation
- D. Use safe-to-fail experiments to collect knowledge

Answer: D

NEW QUESTION # 32

A team is evaluating commercial software products in an effort to improve communication and collaboration within the team. The members of the team cannot agree on the process that they should use to evaluate the products. Which step should the team complete LAST?

Answer:

Explanation:

Define requirements for configuring the product

NEW QUESTION # 33

A service provider is planning to onboard a new desktop service for a new customer. Which activity will be carried out by the customer?

Answer:

Explanation:

Training users in the correct procedures for accessing support for the desktop service

NEW QUESTION # 34

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