

ITIL-4-Specialist-High-velocity-IT Reliable Exam Papers | ITIL-4-Specialist-High-velocity-IT Online Exam



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

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 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"> • 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.

Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q19-Q24):

NEW QUESTION # 19

Users have many communication channels for support but complain that they do not receive timely updates and that sometimes their incidents and requests are lost. Users are often asked to provide the same information multiple times when contacting the service desk.

Which is the BEST improvement approach?

- A. Improve service desk staff training so that they have more empathy with users and avoid asking unnecessary questions
- B. Create separate channels for incidents and requests so that issues affecting customers can be prioritized, tracked more effectively, and resolved without being lost among routine service requests
- C. Improve user training so that they provide all the information that is needed whenever they contact the service desk
- **D. Integrate the communication channels to enable the sharing of information and consistent support across channels**

Answer: D

Explanation:

This is a classic omni-channel support issue. The main problem is fragmentation of information and interaction across channels. Integrating the communication channels allows shared context, consistent case tracking, and continuity of support regardless of how the user contacts the provider.

A may help with user experience but will not solve lost information across disconnected channels. C incorrectly puts responsibility on users for a structural service issue. D may improve categorization, but it can also increase fragmentation and does not address the repeated-information problem.

B is therefore the strongest answer because it improves the system of support, not just the behaviour of one group within it.

NEW QUESTION # 20

An organization with limited resources has a sales team that would like a new service to make it easier to manage customer information. There is also a finance team that wants to consolidate the organization's services to improve efficiency. One of the business units wants to introduce a new product line. Which is the BEST way for the organization to manage this situation?

Answer:

Explanation:

Use the capabilities of the 'portfolio management' practice to prioritize the initiatives in line with the organization's objectives

NEW QUESTION # 21

A newly-formed site reliability engineering (SRE) team is focused on increasing the resilience of IT systems.

The team is investigating tooling options that can be used to diagnose issues and automate operational responses.

Which practice would BEST help this team?

- A. Software development and management
- **B. Monitoring and event management**
- C. Service continuity management
- D. Infrastructure and platform management

Answer: B

Explanation:

The scenario points directly to observability, event detection, diagnosis, and automated operational response.

These are core capabilities of monitoring and event management. This practice helps collect, analyze, correlate, and act upon information about services and infrastructure conditions.

Software development and management is broader and focused on development lifecycle activities. Service continuity management deals with major disruption preparedness and recovery. Infrastructure and platform management supports the technical environment, but it is not the best fit for detecting issues and triggering responses.

A is therefore the best answer because it most directly supports SRE-style resilience through telemetry and operational automation. The ITIL 4 practice-guide manual also emphasizes automation and tooling as important enablers of practice effectiveness .

NEW QUESTION # 22

A bank provides an online banking service to external users. The bank measures the functional and non-functional aspects of the service in several ways and is meeting its targets. However, user satisfaction with the service is not as high as the bank would like it to be.

Which is the BEST example of an additional aspect of the service that the bank should measure?

- A. The number of successful transactions completed
- B. The total number of users logging into the service per day
- C. The average page load time for the online banking site
- D. The number of times a transaction is started but not completed

Answer: D

NEW QUESTION # 23

Which domain involves running experiments to decide how to respond to a situation?

- A. Good practice
- B. Emergent practice
- C. Novel practice
- D. Best practice

Answer: B

NEW QUESTION # 24

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