

New ITIL-4-Specialist-High-velocity-IT Exam Test, ITIL-4-Specialist-High-velocity-IT Pass Test Guide



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For candidates who prefer a more flexible and convenient option, Peoplecert provides the ITIL-4-Specialist-High-velocity-IT PDF file, which can be easily printed and studied at any time. The PDF file contains the latest real ITIL 4 Specialist: High-velocity IT Exam (ITIL-4-Specialist-High-velocity-IT) questions, and ITIL-4-Specialist-High-velocity-IT ensures that the file is regularly updated to keep up with any changes in the exam's content.

Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q22-Q27):

NEW QUESTION # 22

A service provider is launching a new service to a very large number of users. The majority of users are familiar with social media and online support. Which is the BEST solution for providing user support in this case?

Answer:

Explanation:

Provide a range of self-service options as the preferred method with the service desk phone support as back-up

NEW QUESTION # 23

An organization is aiming to develop a partnership relationship with its service consumers. One of the objectives is to increase the level of trust and customers' satisfaction by establishing a service mindset across the organization.

Which initiative is the BEST way to achieve it?

- A. Create a centralized service management team
- B. Increase the number of service-level reviews with consumers
- C. Automate service-related tasks
- D. Develop interpersonal skills and service empathy in all teams

Answer: D

NEW QUESTION # 24

An organization is encouraging its staff to work from home instead of the office. This has caused changes to how and when users access services.

Which aspect of

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