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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q31-Q36):

NEW QUESTION # 31

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. k
- **B. The number of times a transaction is started but not completed**

Answer: B

NEW QUESTION # 32

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 BEST example of an experience metric that can be included in the SLA?

Answer:

Explanation:

Customer satisfaction with the helpline

NEW QUESTION # 33

Which is a type of digital transformation?

- A. Using an information system to process data and present it to users
- B. Converting data from analogue form to digital form
- **C. Creating products and services that include digital technology**
- D. Using robots to enable new ways of working

Answer: C

Explanation:

Digital transformation is about changing how an organization creates value using digital capabilities. Creating products and services that include digital technology is a strong example because it changes the offering itself and often the way value is co-created with customers.

A is digitization, not digital transformation. B may contribute to transformation, but on its own it is not as complete or direct. C describes the use of an information system, which may simply be routine automation or IT enablement. D most clearly reflects transformation of the organization's offerings through digital means.

So D is correct.

NEW QUESTION # 34

Which activity, carried out by both the service provider and the service consumer, enables service provision and consumption to start?

- **A. Onboarding**
- B. Feedback gathering
- C. Contract negotiation
- D. Incident resolution

Answer: A

NEW QUESTION # 35

A service provider has recently started providing services to a new client. Surveys have shown that most of the client's staff are

satisfied with their experience across the user journey. However, some users are taking longer to get started because they are unaware or confused by the procedures to access and utilize the services.

Which is the BEST recommendation to improve the user journey?

- A. Improve user training materials and methods as part of the 'onboarding' step
- B. Implement user feedback loops to improve processes
- C. Streamline service delivery to reduce delays in accessing services
- D. Increase service desk availability for new users

Answer: A

NEW QUESTION # 36

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