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



Topic	Details
Topic 1	<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 2	<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 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"> 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 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 (Q27-Q32):

NEW QUESTION # 27

Which is an example of results-based measurement and reporting?

- A. Documenting the time taken to resolve incidents
- **B. Measuring and reporting the customer satisfaction with closed incidents**
- C. Tracking the number of unresolved incidents over a period of time
- D. Logging the total number of incidents raised by customers

Answer: B

NEW QUESTION # 28

In the context of Toyota Kata, what is the BEST way to answer the question 'How do we get there? ' ?

- **A. Experimentation**
- B. Collaboratively
- C. Careful planning
- D. Iteratively

Answer: A

Explanation:

Toyota Kata emphasizes learning through repeated experiments toward a target condition. Rather than assuming a perfect plan upfront, the approach encourages taking small steps, observing results, and adapting based on what is learned.

Although iterative working is related, the specific mechanism used in Toyota Kata is experimentation.

Collaboration may support the work, and planning still matters, but experimentation is the core answer to how progress is made toward the target condition.

Therefore A is the best answer.

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

Answer:

Explanation:

Customer satisfaction with the helpline

NEW QUESTION # 30

An IT team in a large multinational organization wants to document the work they do by using value streams. What should they do FIRST?

- A. Identify all the practices the organization is currently using
- **B. Agree on the appropriate level of detail and perspective describing the value stream**
- C. Start a request for proposal (RFP) exercise to find a consultant who can document the value streams
- D. Make the team aware of the organization's governance policies

Answer: B

NEW QUESTION # 31

An internal IT service provider does not have all the skills needed to create and deliver a new service, but could develop them with enough time. There are many external service providers who can provide this service. Which approach should the organization follow to decide if they should use the internal service provider or to source the service externally?

Answer:

Explanation:

Start by reviewing organizational policies for sourcing services, then identify the most V O important criteria for selecting a service provider, and use a 'decision matrix' to compare service providers

NEW QUESTION # 32

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