

Peoplecert ITIL-4-Specialist-High-velocity-IT Exam Questions For Greatest Achievement [Updated 2026]



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

Topic	Details
Topic 1	<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 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"> 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 4	<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.
Topic 5	<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.

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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10

A customer is retiring a service and has terminated the contract for the service with the service provider. The service provider will continue to deliver other services to the customer. Which activity should the service provider include in the plans to offboard the service?

Answer:

Explanation:

Identifying and making requests for outstanding payments for the service

NEW QUESTION # 11

A service provider has recently released an upgrade to its payroll service. The service provider had told the customer that the upgrade would include functionality to copy information from various other HR systems, to reduce the amount of manual data entry. However, this statement was not documented at the time and the proposed functionality was not included in design then. Which practice includes activities which could have helped to avoid this situation?

Answer:

Explanation:

Business analysis

NEW QUESTION # 12

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank. Which are effective controls that could improve compliance?

1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

- A. 1 and 4
- **B. 3 and 4**
- C. 2 and 3
- D. 1 and 2

Answer: B

NEW QUESTION # 13

Which is the BEST method of monitoring the customer's overall perception of a service?

- **A. Perform an analysis of complaints and compliments**
- B. Analyze service usage patterns
- C. Use surveys to measure customer satisfaction
- D. Conduct regular service performance reviews

Answer: A

NEW QUESTION # 14

An IT department has reduced its lead time for releasing application changes by using continuous integration /continuous delivery (CI/CD). However, there are still delays, particularly at the start of projects as developers wait for environments to be created.

How can the ' deployment management ' practice be utilized to minimize these delays?

- A. By authorizing multiple application deployments per day
- B. By using ChatOps to improve collaboration during deployment
- **C. By automating the deployment of infrastructure**
- D. By using blameless post-mortems to identify ways to improve deployments

Answer: C

Explanation:

The delay described is not mainly about application release approval or communication. It is about waiting for environments to be provisioned. The best solution is to automate the deployment of infrastructure, often through infrastructure as code and repeatable provisioning pipelines.

B addresses deployment frequency, not environment creation delay. C is useful for learning but does not directly remove the bottleneck. D can improve coordination but also does not eliminate the provisioning wait.

A is best because it directly shortens lead time at the point where the current delay occurs.

NEW QUESTION # 15

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