

Peoplecert ITIL-4-Specialist-High-velocity-IT Questions - Latest Preparation Material [2026]



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

Topic	Details
Topic 1	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 2	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 3	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 4	Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.
Topic 5	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.

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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q27-Q32):

NEW QUESTION # 27

Resource constraints have slowed an organization's efforts to expand into new markets.

Which practice would recommend eliminating products and services that are not enabling value, so that the required resources can be made available?

- A. service management
- B. Portfolio management

Answer: B

NEW QUESTION # 28

Which statement about high-velocity IT is CORRECT?

- A. Moving to a high-velocity way of working will reduce costs and risks
- B. The required velocity should be based on the nature of an organization
- C. Levels of utility or warranty might have to be sacrificed for higher velocity
- D. Organizations should assign a high priority to high-velocity transformations

Answer: B

Explanation:

HVIT is not about moving fast for its own sake. The right velocity depends on context, including the organization's products, services, risk appetite, market demands, and operating model. That makes A the correct statement.

B is incorrect because HVIT does not assume utility or warranty should be sacrificed. In fact, it aims to achieve speed together with reliability and value. C is too absolute; not every organization should prioritize HVIT transformation in the same way. D is also too absolute because changing to high-velocity ways of working does not automatically reduce cost or risk.

So A best reflects the principle that velocity must be appropriate to the organization's context.

NEW QUESTION # 29

An IT department in a large enterprise has been managing a service that is core to the enterprise's strategy and objectives. Recently, the quality of a service has been falling. Investigations have revealed that the service team works on resolving incidents, requests and problems, and also development, testing, and releasing new functionality. Due to the mixed workload, the team are unable to complete many tasks to the level of quality required.

Which approach would MOST LIKELY help in this situation?

- A. Reduce the demand for new functionality so that the overall workload is at a level that the service team can manage without becoming overwhelmed
- B. Use forecasting techniques to model workload over time and ensure that the team has the right number of people with required skills to meet the workload
- C. Outsource the incident, request and problem workload to a managed services provider, so that the service team can focus on developing new functionality quickly
- D. Adjust incident resolution and request fulfilment SLAs so that the customer service team has more time to resolve issues

without breaking their formal commitments

Answer: B

NEW QUESTION # 30

An online retail provider wants to detect service degradation before customers begin complaining. The organization wants automated alerts based on response time, transaction failure rates, and unusual traffic patterns.

Which practice would MOST directly support this need?

- **A. Monitoring and event management**
- B. Service continuity management
- C. Supplier management
- D. Relationship management

Answer: A

Explanation:

The requirement is for telemetry, threshold-based alerting, pattern recognition, and operational visibility.

These are exactly the kinds of capabilities supported by monitoring and event management.

Service continuity management is about preparedness for major disruptions and recovery. Supplier management focuses on external vendors. Relationship management focuses on stakeholder relationships.

Only monitoring and event management directly supports proactive detection of degradation through automated signals and operational insight.

Therefore A is the correct answer.

NEW QUESTION # 31

An organization is evaluating the advantages and disadvantages of replacing its legacy information systems with cloud-based services as a part of its strategic plan. The market is extremely competitive, so the organization wants to ensure that all factors are considered. Which technique would allow this organization to BEST understand the external factors that could influence this decision?

- A. the cynefin framework
- **B. PESTLE analysis**

Answer: B

NEW QUESTION # 32

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