

Trust Detailed ITIL-4-Specialist-High-velocity-IT Study Plan, Pass The ITIL 4 Specialist: High-velocity IT Exam



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

Topic	Details
Topic 1	<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 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"> 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	<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 5	<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.

Excellent Detailed ITIL-4-Specialist-High-velocity-IT Study Plan Help You to Get Acquainted with Real ITIL-4-Specialist-High-velocity-IT Exam Simulation

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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q34-Q39):

NEW QUESTION # 34

Which value chain activity communicates the current status of all four dimensions of service management?

- A. Engage
- **B. Plan**
- C. Obtain/build
- D. Improve

Answer: B

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

Answer: D

NEW QUESTION # 36

A service provider is tracking the likelihood of service failures that could affect the service consumer. What is this a measure of?

- **A. Risk**
- B. Impact
- C. Availability
- D. Priority

Answer: A

NEW QUESTION # 37

Which stakeholders should assess and evaluate value realization?

- A. Only the service provider
- B. Independent third-party auditors
- C. Only the service consumer
- **D. Both the service consumer and the service provider**

Answer: D

NEW QUESTION # 38

The IT team in a large enterprise is replacing an important application used for internal communication and collaboration. The team is very enthusiastic about the new application and believes it enables new and better ways of working. Pilot users, however, are reluctant to use the new features and just replicate old ways of working in the new system. How can a 'service mindset' improve the situation?

- **A. By encouraging users to understand the features of the new application, and how it can contribute to the achievement of the enterprise's objectives**
- B. By limiting user access to only the new features of the application
- C. By simplifying the new application to make it identical to the old one
- D. By creating strict policies to enforce the use of new features

Answer: A

NEW QUESTION # 39

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