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## Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q14-Q19):

### NEW QUESTION # 14

Which is the BEST approach for a service consumer to use when they want to obtain services from a service provider?

- A. Ask the service provider to customize a solution to suit their requirements
- B. Ensure that their detailed requirements are based on a previous legacy solution

- C. Provide the service provider with a detailed list of requirements
- D. Develop a list of needs focusing on what should be achieved

**Answer: D**

#### **NEW QUESTION # 15**

An IT department is planning to make significant investments in new testing technology that will enable them to provide more reliable services.

What does this situation describe?

- A. Digital transformation
- B. IT transformation
- C. High velocity IT
- D. Digital organization

**Answer: B**

Explanation:

This scenario is about the IT department changing how it works internally by investing in testing technology to improve reliability. That is best described as IT transformation.

Digital transformation is broader and typically refers to changing business models, products, services, customer experience, or enterprise operating models through digital technology. Here, the focus is narrower: improving the IT function's capability. High velocity IT is an operating approach, and a digital organization is a broader organizational state or characteristic.

Therefore D is the best answer.

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#### **NEW QUESTION # 16**

An organization is using an out-of-the-box service from a large service provider. How does the service provider know about the organization's needs?

**Answer:**

Explanation:

The service provider's marketing and business analysis teams consider generic market

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