

# ITIL-4-Specialist-High-velocity-IT Exam Quick Prep - Test ITIL-4-Specialist-High-velocity-IT Study Guide



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## Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q31-Q36):

### NEW QUESTION # 31

An organization has begun using its knowledge management system to store virtual server configuration files. It has also adapted its ' change enablement ' and ' deployment management ' practices to use infrastructure as code. Which high-velocity IT objective is BEST supported by this?

- A. Valuable investments
- B. Co-created value
- C. Fast development
- D. Assured conformance

Answer: D

Explanation:

Storing configuration files in a controlled knowledge system and using infrastructure as code improves consistency, traceability, repeatability, and auditability. Those qualities are central to assured conformance in HVIT, because the organization can demonstrate that changes are controlled, documented, and applied in a standardized way.

Fast development is also helped by infrastructure as code, but the strongest connection here is to control and compliance. The scenario highlights formalized configuration handling across knowledge, change, and deployment practices. That makes assured conformance the best answer.

This also aligns with ITIL 4 practice guidance on information exchange, automation, tooling, and controlled workflows within practices .

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### NEW QUESTION # 32

A service provider is starting to design a customer journey. The service provider has documented the utility, warranty and experience that the service should deliver.

What else do they need to identify before they start to design the journey?

**Answer:**

Explanation:

Outcomes that are needed from the service

### NEW QUESTION # 33

An organization introduced a dedicated team of support agents, which answers questions, provides consultations and fulfils a range of predefined changes initiated by external users with higher levels of subscription.

Which practice ensures effective fulfilment of these service actions?

**Answer:**

Explanation:

Service request management

### NEW QUESTION # 34

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 # 35

An organization is considering its options for mitigating service continuity risks in an effort to ensure resilient operations. It has determined alternative sites that are suitable for use to resume normal operations in the event of a natural disaster, established data backup capabilities and identified manual ways of working.

Which would be the BEST option this organization could consider to complete its overall risk mitigation?

- A. Ensure the plan is clear and concise
- **B. Ensure the plan is tested**
- C. Ensure the availability of data
- D. Ensure the physical security of the sites

**Answer: B**

Explanation:

The organization has already identified alternate sites, backup capabilities, and manual workarounds. The major remaining gap is

proving that these arrangements will actually work when needed. The best next step is to test the continuity plan. A plan can look good on paper and still fail under real conditions. Testing validates roles, dependencies, timing, recovery assumptions, communication paths, and the practical usability of backup and recovery methods. In HVIT, resilient operations depend on evidence-based confidence, not just documented intentions. A is useful but insufficient. B appears partly addressed already through backup capabilities. D may matter, but it does not complete the continuity capability in the way testing does. So C is the strongest answer.

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## NEW QUESTION # 36

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