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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.

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

NEW QUESTION # 10

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 # 11

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?

- A. Key performance indicators for measuring success
- B. Outcomes that are needed from the service
- C. Potential risks to the customer journey
- D. Specific technical requirements for the service

Answer: B

NEW QUESTION # 12

At which steps in the customer journey should the approach to authorizing and enabling the user to use service be defined?

- A. Design and Transition
- B. Explore and Improve
- C. Engage and Deliver
- **D. Onboard and Co-create**

Answer: D

NEW QUESTION # 13

Which is an example of planning for value co-creation?

- **A. Agreeing with a customer the service desk team's response times for each method of user contact**
- B. Documenting user feedback in a service improvement register
- C. Defining KPIs for service quality that align with internal team objectives
- D. Setting expectations with a vendor for service delivery

Answer: A

NEW QUESTION # 14

A service provider is planning to onboard a new desktop service for a new customer. Which activity will be carried out by the customer?

Answer:

Explanation:

Training users in the correct procedures for accessing support for the desktop service

NEW QUESTION # 15

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