

# Latest ITIL-4-Specialist-High-velocity-IT Test Questions - ITIL-4-Specialist-High-velocity-IT Reliable Exam Registration



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

| Topic   | Details   |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"> <li>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.</li> </ul>      |
| Topic 2 | <ul style="list-style-type: none"> <li>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.</li> </ul> |

|         |   |
|---------|---|
| Topic 3 | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| Topic 4 | <ul style="list-style-type: none"> <li>Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.</li> </ul>   |
| Topic 5 | <ul style="list-style-type: none"> <li>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.</li> </ul> |

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### Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q11-Q16):

#### NEW QUESTION # 11

Which stakeholders should assess and evaluate value realization?

**Answer:**

Explanation:

Both the service consumer and the service provider

#### NEW QUESTION # 12

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 # 13

A service provider is collecting requirements for a cloud-based document storage service.

Which is an example of a utility requirement for this service?

**Answer:**

Explanation:

The service will display a list of items uploaded by the user

### NEW QUESTION # 14

A new digital service is being designed. The team needs to make sure the service will meet agreed response times, availability targets, and support hours expected by customers.

Which practice should take the LEAD in defining and agreeing these targets?

- A. Problem management
- B. Deployment management
- C. Service level management
- D. Incident management

**Answer: C**

Explanation:

Service level management is the practice responsible for setting clear business-based targets for service levels and ensuring that delivery is assessed and managed against them. Response times, availability targets, and support hours are classic service level concerns.

Incident management restores service after disruption. Deployment management moves components into live use. Problem management addresses causes of incidents. None of those takes the lead in defining and agreeing customer-facing service targets. Therefore A is the correct answer.

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### NEW QUESTION # 15

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. PESTLE analysis
- B. the cynefin framework

**Answer: A**

### NEW QUESTION # 16

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