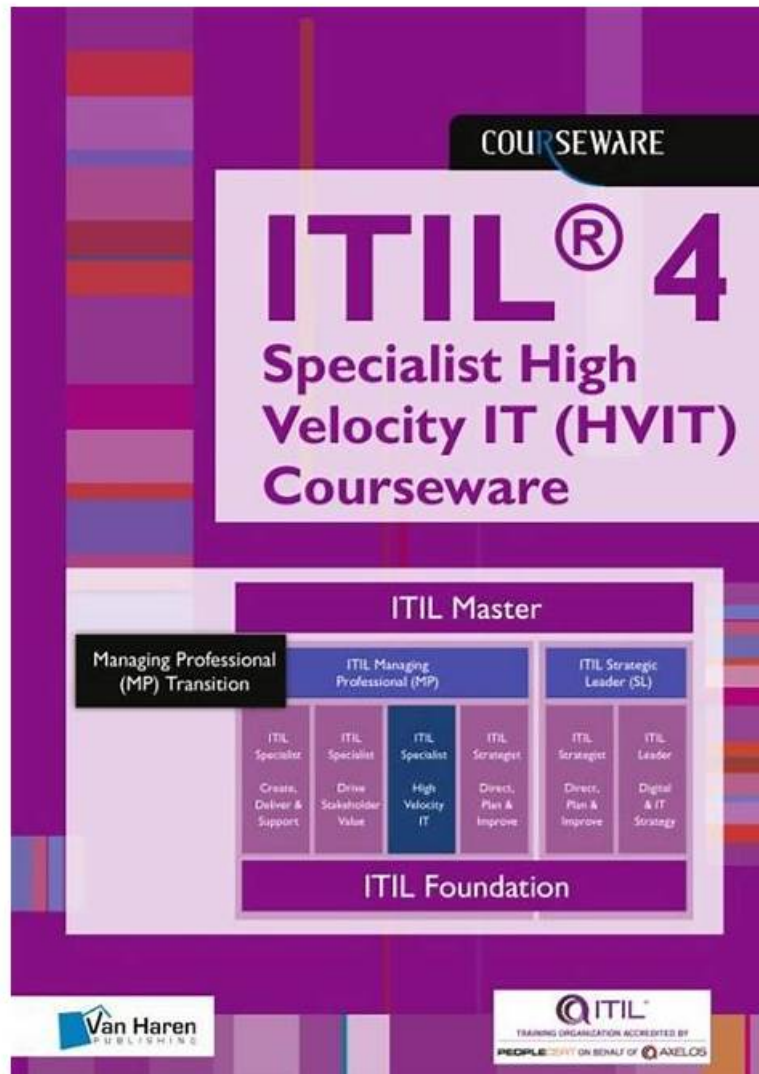


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Peoplecert ITIL-4-Specialist-High-velocity-IT Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.
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"> Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.

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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q38-Q43):

NEW QUESTION # 38

An IT service provider is carrying out an internal assessment, to identify opportunities to develop and improve their services. They have reviewed workflows and activities, the capabilities of their workforce, and supplier contracts. Which area do they also need to consider?

Answer:

Explanation:
Information and technology

NEW QUESTION # 39

Which TWO are possible sources of demand for a value stream to restore a live service?

1. Someone is unable to log into their user account for the service
 2. A monitoring tool detects a service failure
 3. The service desk calls a user to provide a status update for an incident
 4. A user provides feedback to the incident manager when an incident is closed
- A. 2 and 3
 - B. 1 and 4
 - C. 1 and 2
 - D. 3 and 4

Answer: C

NEW QUESTION # 40

Users often do not provide feedback because they do not believe it will be addressed. Which is the BEST method for encouraging users to submit feedback in this situation?

- A. Making feedback processing visible for everyone
- B. Reducing the number of feedback channels
- C. Offering rewards for providing feedback
- D. Conducting mandatory feedback surveys

Answer: A

NEW QUESTION # 41

Which is an example of results-based measurement and reporting?

Answer:

Explanation:

Measuring and reporting the customer satisfaction with closed incidents

NEW QUESTION # 42

A commercial service provider is creating a new strategic plan. It has developed the following tactics and operational plans:

- * Tactic 1 - acquire new resilient infrastructure
- * Tactic 2 - launch services by region
- * Operational plan 1 - operate infrastructure to meet service levels
- * Operational plan 2 - train staff on new infrastructure skills.

Which strategy do these tactics and operational plans support?

- A. Identify customer needs for new services by researching market
- B. Ensure improved handling of service requests by training staff
- C. Increase revenue by introducing a new range of services
- D. Ensure successful deployment by preparing implementation plan for new services

Answer: C

NEW QUESTION # 43

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