

Accurate Peoplecert - ITIL-4-Specialist-High-velocity-IT - Exam ITIL 4 Specialist: High-velocity IT Exam Questions



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

Topic	Details
Topic 1	<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 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"> Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.
Topic 4	<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 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 (Q16-Q21):

NEW QUESTION # 16

A service provider analyzes how the amount of work done by different user groups varies over time. What is this information BEST used for?

- A. To forecast the costs of delivering services
- B. To prioritize resources for the most active user groups
- C. To identify inefficiencies in service delivery
- D. To plan how to influence and support demand for services

Answer: D

NEW QUESTION # 17

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 # 18

A service provider is tracking the likelihood of service failures that could affect the service consumer. What is this a measure of?

- A. Risk
- B. Priority
- C. Impact
- D. Availability

Answer: A

NEW QUESTION # 19

Which is a valid description of the priorities when using agile development methods?

- A. Maintaining strict guidelines over innovation
- B. Prioritizing documentation over adaptability
- C. Following a fixed schedule over flexibility

- **D. Responding to changes over following a plan**

Answer: D

NEW QUESTION # 20

The service desk procedure for printer incidents is to verify that this is a hardware fault, and then contact a supplier. The supplier has a contract to repair or replace faulty printers within two days. A user contacts the service desk to say that their printer is broken, and they urgently need a printout of a contract or a significant sale will be lost.

What should the service desk agent do?

- **A. Log a call with the supplier, but also arrange for the contract to be printed at another printer and delivered to the user**
- B. Advise the user to wait for the supplier to resolve the issue
- C. Escalate the issue to the IT manager for a decision
- D. Replace the printer with a backup unit temporarily

Answer: A

NEW QUESTION # 21

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