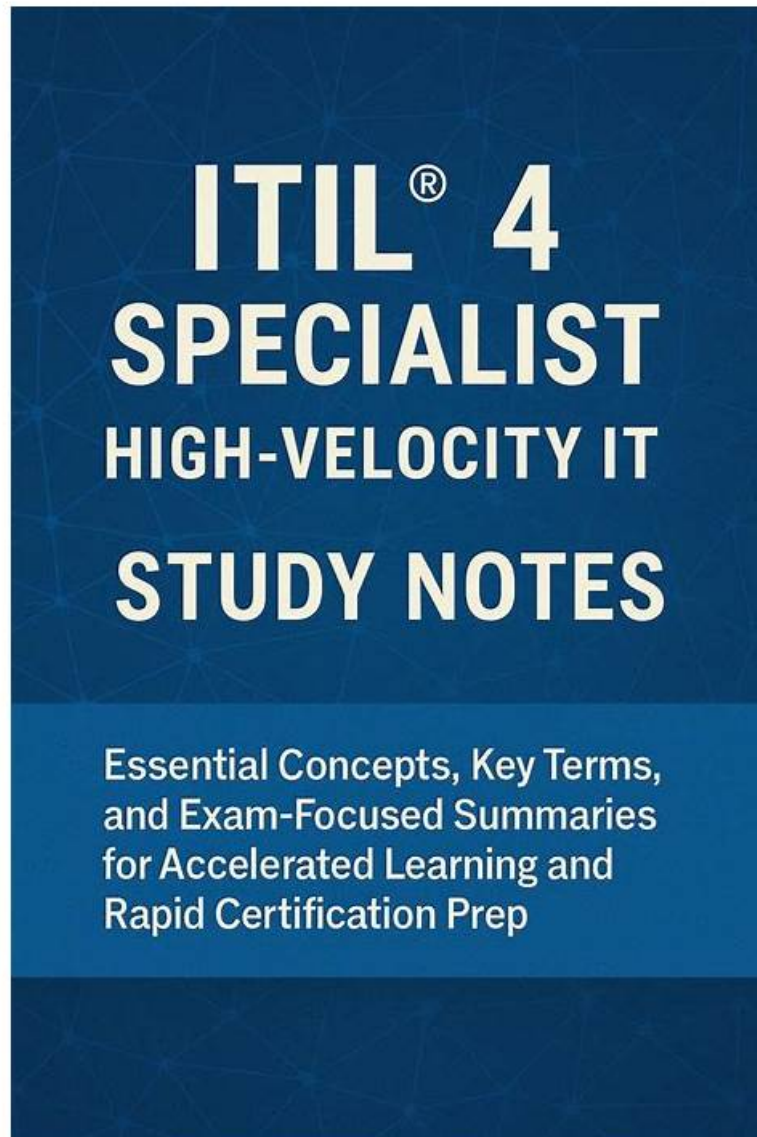


# ITIL-4-Specialist-High-velocity-IT Study Materials Review, Top ITIL-4-Specialist-High-velocity-IT Dumps



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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>• Digital Product Lifecycle: This segment tests the ability of PeopleCert-certified IT professionals to oversee the entire lifecycle of digital products.</li></ul>
Topic 2	<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 3	<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 4	<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 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>

### Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q21-Q26):

#### NEW QUESTION # 21

A software development team works in a heavily-regulated organization that is undergoing a digital transformation. The team carried out a pilot to demonstrate that CI/CD could significantly reduce the lead time for making quality changes. Although impressed with the results, the organization's leadership team has concerns and is unwilling to support the use of CI/CD until their concerns are addressed.

Which are the TWO MOST LIKELY reasons for the leadership team's concerns?

- \* The pilot did not adequately address governance, risk, and compliance issues
  - \* The organization is focused on innovation and lead time is not a priority
  - \* Leaders desire smaller, more frequent, and more reliable deployments
  - \* The company's policies require that Dev, testing and Ops are separated duties
- 
- A. 3 and 4
  - **B. 1 and 4**
  - C. 2 and 3
  - D. 1 and 2

**Answer: B**

Explanation:

In a heavily regulated organization, leadership concerns about CI/CD usually center on control, compliance, segregation of duties,

auditability, and policy alignment. That makes statement 1 highly likely: the pilot may have proven speed and quality improvements without fully addressing governance, risk, and compliance expectations. Statement 4 is also highly likely because many regulated environments maintain formal separation between development, testing, and operations responsibilities. Statement 2 is unlikely, because the scenario specifically says the pilot reduced lead time for quality changes, which leadership found impressive. Statement 3 describes a likely desired outcome of CI/CD, not a reason for resistance.

#### NEW QUESTION # 22

A service provider is about to engage in a partnership with a large retailer. They will integrate the retailer 's systems for online shopping.

How can the ' relationship management ' practice contribute to this initiative?

- A. By negotiating and agreeing with the retailer the service targets for the integrated systems
- B. By developing an understanding of the patterns of usage of the online shopping services
- C. By establishing the communication channels required to support the online shopping services
- **D. By encouraging behaviours that are consistent with the shared values of both organizations**

**Answer: D**

Explanation:

Relationship management is concerned with establishing and nurturing links between organizations at a strategic and collaborative level. In a partnership, shared trust, aligned behaviours, and mutual understanding are essential to co-creating value successfully. A is more closely related to service level management. B could be part of operational coordination, but it is narrower than relationship management. D relates more to analytics, service design, or business analysis. C best matches the role of relationship management in enabling healthy collaboration between organizations.

This also fits ITIL's broader view that many services depend on third parties and that effective relationships with partners and suppliers are important to practice success .

#### NEW QUESTION # 23

An organization is using an out-of-the-box service from a large service provider. How does the service provider know about the organization's needs?

- A. The organization submits a detailed list of requirements to the service provider
- B. The organization must customize the out-of-the-box service to meet its own needs
- C. The service provider conducts one-on-one interviews with the organization
- **D. The service provider's marketing and business analysis teams consider generic market needs, instead of the needs of this specific organization**

**Answer: D**

#### NEW QUESTION # 24

Which statement about the reporting of service outcomes and performance is CORRECT?

Which statement about the reporting of service outcomes and performance is CORRECT?

- A. Return on investment (ROI) should be mapped to customer outcomes
- **B. Service performance metrics should be mapped to customer outcomes**
- C. Customer satisfaction feedback should be mapped to service provider outcomes
- D. IT component scorecards should be mapped to service provider outcomes

**Answer: B**

#### NEW QUESTION # 25

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

- A. Logging the total number of incidents raised by customers
- B. Tracking the number of unresolved incidents over a period of time

- C. Documenting the time taken to resolve incidents
- D. Measuring and reporting the customer satisfaction with closed incidents

Answer: D

## NEW QUESTION # 26

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