

ITIL-4-Specialist-High-velocity-IT Valid Test Objectives & ITIL-4-Specialist-High-velocity-IT Latest Guide Files



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

Topic	Details
Topic 1	<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 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">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 4	<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 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 (Q10-Q15):

NEW QUESTION # 10

The IT team in a large enterprise is replacing an important application used for internal communication and collaboration. The team is very enthusiastic about the new application and believes it enables new and better ways of working. Pilot users, however, are reluctant to use the new features and just replicate old ways of working in the new system.

How can a 'service mindset' improve the situation?

- A. By limiting user access to only the new features of the application
- B. By creating strict policies to enforce the use of new features
- C. By simplifying the new application to make it identical to the old one
- D. By encouraging users to understand the features of the new application, and how it can contribute to the achievement of the enterprise's objectives

Answer: D

NEW QUESTION # 11

A service provider reliably meets the agreed service levels, but some customers are not happy because they are not achieving the outcomes that they expected.

Which is the BEST thing the service provider can do about this?

- A. Provide additional training to customers on using the service
- B. Focus on technical excellence to further improve services
- C. Identify ways to improve service levels, and discuss the cost of these improvements with the customers
- D. Analyze customer feedback to understand and address unmet expectations

Answer: C

NEW QUESTION # 12

An organization works in a highly regulated industry. A new regulation has been introduced that requires additional information to be recorded about users each time the service desk logs an incident in the service logging tool. They want to put controls in place to ensure that the regulation is followed.

Which is the BEST approach?

- A. Ensure that the service desk staff are aware of the new regulation and let them decide what data to record and produce reports when requested
- B. Update the logging tool to ensure that the minimum data required by the regulation is always recorded, and report on any deviations
- C. Ensure that the service desk staff are aware of the new regulation, and continue to use existing reports of service desk activity
- D. Update the logging tool to ensure that all fields must be completed for every incident record, and produce daily reports of all service desk activity

Answer: B

NEW QUESTION # 13

A service provider has recently started providing services to a new client. Surveys have shown that most of client's staff are satisfied with their experience across the user journey. However, some users are taking longer to get started because they are unaware or confused by the procedures to access and utilize the services. Which is the BEST recommendation to improve the user journey?

Answer:

Explanation:

Improve user training materials and methods as part of the "onboarding" step

NEW QUESTION # 14

An organization provides an online portal that its employees can use to learn about and request standard services. Which practice would ensure that users can easily find information on the portal and that the information is kept up-to-date?

Answer:

Explanation:

Service catalogue management

NEW QUESTION # 15

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