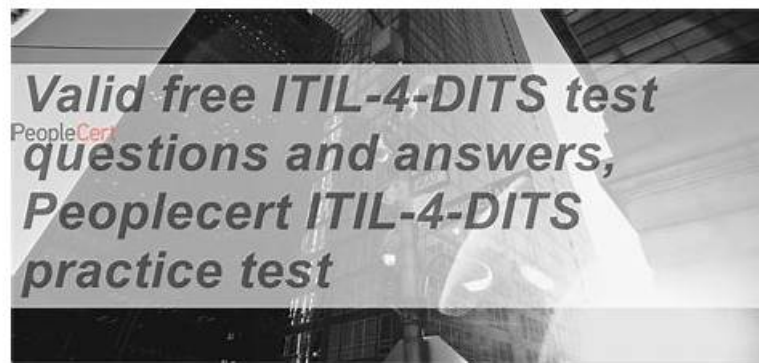


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Section	Objectives
Topic 1: High-Velocity IT Techniques - Valuable Investments	- Value optimization strategies - Investment decision techniques
Topic 2: Introduction to High-Velocity IT	- High-velocity concepts - Course introduction and ITIL 4 overview
Topic 3: Digital Product Lifecycle	- Alignment with ITIL operating model - Transition to Lean, Agile, or DevOps practices - Digital product lifecycle overview
Topic 4: High-Velocity IT Techniques - Co-Created Value and Assured Conformance	- Co-Created Value - Service Experience - Service Design - Service Desk - Relationship Management
Topic 5: High-Velocity IT Techniques - Fast Development	- Development acceleration methods - Rapid delivery techniques
Topic 6: High-Velocity IT Culture	- Cultural aspects of high-velocity environments - Working in highly automated environments
Topic 7: High-Velocity IT Techniques - Resilient Operations	- Monitoring and Event Management - Site Reliability Engineering - Infrastructure and Platform Management - Availability Management - Capacity and Performance Management - Problem Management - Service Continuity Management

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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q23-Q28):

NEW QUESTION # 23

An IT department is planning to make significant investments in new testing technology that will enable them to provide more reliable services.

What does this situation describe?

- A. IT transformation
- B. Digital transformation
- C. Digital organization
- D. High velocity IT

Answer: A

Explanation:

This scenario is about the IT department changing how it works internally by investing in testing technology to improve reliability. That is best described as IT transformation.

Digital transformation is broader and typically refers to changing business models, products, services, customer experience, or enterprise operating models through digital technology. Here, the focus is narrower: improving the IT function's capability. High velocity IT is an operating approach, and a digital organization is a broader organizational state or characteristic.

Therefore D is the best answer.

NEW QUESTION # 24

An organization's efforts to maintain high levels of availability have significantly impacted its ability to make fast and frequent changes.

Which action BEST represents how the 'availability management' practice can support both of these aims?

- A. Using chaos engineering techniques
- B. Using site reliability engineering techniques
- C. Automating the handling of detected events
- D. Measuring the frequency of component failures

Answer: B

Explanation:

This question is about balancing two goals that often seem in tension in HVIT: high availability and high change velocity. Site reliability engineering (SRE) is specifically designed to balance innovation speed with reliability outcomes by using engineering practices, automation, error budgets, observability, and operational learning.

A is only a metric and not a full improvement approach. B is useful, but event automation alone does not provide the broader balancing mechanism between reliability and delivery speed. C can be valuable for resilience testing, but SRE is the more complete and operationally integrated answer for supporting both fast change and availability.

Therefore D is best because SRE directly addresses the need to sustain resilient services while enabling rapid and frequent change.

NEW QUESTION # 25

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. Ensure that the service desk staff are aware of the new regulation, and continue to use existing reports of service desk activity
- C. 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
- **D. Update the logging tool to ensure that the minimum data required by the regulation is always recorded, and report on any deviations**

Answer: D

NEW QUESTION # 26

Which statement about the end-to-end customer journey is CORRECT?

Answer:

Explanation:

It reflects an overall perception

NEW QUESTION # 27

A financial services organization wants to adopt continuous delivery, but regulators require evidence that high-risk changes receive additional scrutiny before release.

Which is the BEST way to support both rapid delivery and regulatory expectations?

- A. Delay all releases until a monthly governance meeting
- B. Reject continuous delivery for all regulated services
- **C. Use change models with different controls based on risk**
- D. Apply the same approval path to every change

Answer: C

Explanation:

HVIT does not mean removing control. It means applying appropriate control in ways that preserve flow wherever possible. Using change models with different control paths based on risk is the best answer because it allows low-risk changes to move quickly while ensuring that high-risk changes receive the scrutiny required by regulation.

A is unnecessarily restrictive. B reduces agility and ignores risk-based thinking. D creates delay and batch risk. Risk-based change models are much more aligned with modern ITIL thinking and HVIT goals.

Therefore C is the correct answer.

NEW QUESTION # 28

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