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ITIL® 4 Specialist
High-Velocity IT

English (en-US)



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

Topic	Details
Topic 1	<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 2	<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 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"> 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"> 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.

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Peoplecert ITIL 4 Specialist: High-velocity IT Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

A development and operations team experienced a major service outage during a release. After recovery, senior leaders want to understand what happened and prevent recurrence, but they also want to avoid a blame culture that discourages openness. Which approach is BEST?

- A. Conduct a blameless post-mortem focused on learning
- B. Limit the review to technical logs only
- C. Suspend the staff involved until the investigation is complete
- D. Escalate the issue directly to supplier management

Answer: A

Explanation:

A blameless post-mortem supports learning, transparency, and continual improvement without creating fear.

In HVIT environments, organizations need fast learning loops and honest reporting, especially after failures.

People are more likely to share important evidence and contributing factors when they know the goal is improvement, not punishment.

A damages psychological safety. C ignores important human and process factors. D may be useful only if a supplier contributed, but it does not describe the best general response. The strongest answer is B.

NEW QUESTION # 21

A service provider is launching a new service. The target market is users who have limited experience of using the internet and are unlikely to use social media.

Which is the BEST method of providing user support?

- A. Implement a 'shift-left' approach to provide support and downloadable help articles

- B. Provide simple online support and contact numbers for the service desk
- C. Use popular networking sites to promote and provide online user support
- D. Use machine learning chatbots to anticipate the needs of the users and provide solutions

Answer: B

NEW QUESTION # 22

In the context of high-velocity IT, which statement about the ' four dimensions of service management ' is CORRECT?

- A. Controlling suppliers' investments and policies reduces the risks of cloud-based services
- B. Using automated tools supports the need to deliver digital products quickly and reliably
- C. Differentiating digital technologies are best managed by a centralized IT organization
- D. Making quick decisions without getting slowed down by data analysis enables agility

Answer: B

Explanation:

HVIT relies heavily on the four dimensions of service management being balanced in ways that support speed, reliability, and value co-creation. Among the choices, B is the strongest and most clearly aligned statement because automation is a core enabler of fast and reliable digital delivery.

The uploaded ITIL 4 practice-guide manual explicitly notes the importance of automation and tooling within practices and also highlights the guiding principle to optimize and automate . In HVIT, automated tools support testing, deployment, monitoring, workflow control, observability, and repeatability. This improves both velocity and consistency.

A is too rigid and conflicts with the more distributed, product-oriented, and collaborative models common in digital organizations. C is too narrow and focuses on supplier control in a simplistic way. D is incorrect because HVIT is not about ignoring data; it is about fast decisions with effective feedback, telemetry, and evidence.

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?

Answer:

Explanation:

The service provider's marketing and business analysis teams consider generic market

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