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Peoplecert ITIL-4-HVIT Exam Syllabus Topics:

Section	Objectives
Topic 1: Understand the importance of the ITIL guiding principles in a high-velocity IT environment	- Applying ITIL guiding principles • 1. Focus on value • 2. Optimize and automate - Key ITIL practices for high-velocity environments • 1. Information security management • 2. Business analysis • 3. Deployment management • 4. Architecture management • 5. Service validation and testing - Digital product lifecycle and value streams • 1. Operating and improving digital products • 2. Designing and delivering digital products
Topic 2: Understand how ITIL practices contribute to high-velocity IT	
Topic 3: Understand the digital product lifecycle in terms of the ITIL operating model	

Topic 4: Understand concepts regarding the high-velocity nature of digital enterprises

- Understand the concepts of high-velocity IT

- 1. Digital technology and digital organizations
- 2. The characteristics of high-velocity IT

Topic 5: Understand how to contribute to achieving value with digital products

- Value creation in high-velocity IT

- 1. Customer and stakeholder value
- 2. Feedback loops and continual improvement

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Peoplecert ITIL 4 Specialist: High-Velocity IT Sample Questions (Q86-Q91):

NEW QUESTION # 86

An online retail provider wants to detect service degradation before customers begin complaining. The organization wants automated alerts based on response time, transaction failure rates, and unusual traffic patterns. Which practice would MOST directly support this need?

- A. Relationship management
- B. Service continuity management
- C. Supplier management
- **D. Monitoring and event management**

Answer: D

Explanation:

The requirement is for telemetry, threshold-based alerting, pattern recognition, and operational visibility. These are exactly the kinds of capabilities supported by monitoring and event management.

NEW QUESTION # 87

An organization is designing a new digital service and wants to base its decisions on a deep understanding of customer needs, rapidly producing and testing prototypes with real users. Which approach is being applied?

- A. Continuous integration
- B. Value stream mapping
- **C. Design thinking**
- D. Chaos engineering

Answer: C

Explanation:

Design thinking is a human-centred, iterative approach that emphasizes empathy with users, problem framing, ideation, prototyping, and testing. It supports the co-created value objective by ensuring services are designed around genuine customer needs rather than assumptions held inside the provider organization.

NEW QUESTION # 88

The service desk team at a small university provides a walk-in service for its students from 8:00 to 17:00 during the week. The only other available channel is telephone support during the same hours. Students often complain that they have to wait for a long time, and that they need support after working hours.

Which is the BEST approach to improve the students' service experience?

- A. Collect service experience data to justify improvements
- B. Dedicate a service desk agent to providing live-chat support
- C. Create an inbox to receive and automatically log emails
- D. Provide and encourage the use of self-service

Answer: D

Explanation:

Improving service experience in this situation requires reducing wait times and extending accessibility beyond working hours. Providing and encouraging self-service enables students to resolve common issues independently at any time, improving availability, reducing queue pressure on the service desk, and enhancing overall user experience without being constrained by service desk operating hours.

NEW QUESTION # 89

An organization has identified a workaround for dealing with a recurring incident. As this workaround involves a sequence of manual steps, the incident is still causing more impact than is acceptable.

Which should the 'problem management' practice MOST LIKELY recommend to minimize business disruption?

- A. Automate the workaround and deliver via self-help
- B. Use AI Ops to detect the incident more quickly
- C. Categorize the permanent fix as high-risk technical debt
- D. Use ChatOps to escalate the incident more quickly

Answer: A

Explanation:

Problem management aims to reduce the impact of recurring incidents by moving from temporary workarounds to more stable and efficient long-term solutions. If a workaround involves manual steps and still causes unacceptable disruption, automating it helps reduce effort, speed up resolution, and minimize human error, thereby significantly reducing business impact while a permanent fix is being developed.

NEW QUESTION # 90

A financial institution has created an app for end users to access their accounts. The software product owner is trying to decide which feature they should invest in next.

Which technique would BEST help with this decision?

- A. Definition of done
- B. Minimum viable approach
- C. Continuous testing
- D. A/B testing

Answer: D

Explanation:

A/B testing best helps the product owner decide which version of a feature to invest in by comparing different variations with real users and measuring which delivers better results or engagement.

NEW QUESTION # 91

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