Vendor: PeopleCert

Exam Code: ITIL-4-HVIT

Exam Name: ITIL 4 Specialist: High-Velocity IT

Version: DEMO

QUESTION 1
Which concept would **MOST** help to ensure that information needed to identify problems is available?

A. Safety culture
B. Design thinking
C. Valuable investments
D. Agile

Answer: A
Explanation:
Safety culture most helps ensure that information needed to identify problems is available, because it promotes openness, transparency, and the reporting of issues without fear of blame, enabling better problem identification and resolution.

QUESTION 2
An organization is going through a digital transformation. With the increased importance of digital services, the organization needs to ensure a balance between time to market and high reliability.

How does the 'architecture management' practice support this?

A. By iteratively moving application functionality to microservices
B. By leveraging infrastructure as code to speed up development
C. By using continuous integration/continuous delivery techniques
D. By using blue/green deployments to minimize the impact of changes

Answer: A
Explanation:
The architecture management practice would recommend iteratively moving application functionality to microservices, as this reduces tight coupling, increases flexibility, and allows more frequent and safer changes to the system.

QUESTION 3
Which is a type of digital transformation?

A. Converting data from analogue form to digital form
B. Using robots to enable new ways of working
C. Using an information system to process data and present it to users
D. Creating products and services that include digital technology

Answer: D
Explanation:
Creating products and services that include digital technology represents digital transformation, as it fundamentally changes how value is created and delivered through the integration of digital capabilities.

QUESTION 4
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?

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

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Answer: D
Explanation:
Leadership in a heavily regulated organization would likely be concerned that the pilot did not address governance, risk, and compliance issues (1) and that company policies require separation of duties between Dev, testing, and Ops (4). These are common regulatory and control-related barriers to adopting CI/CD.

QUESTION 5
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. Digital organization
B. High velocity IT
C. Digital transformation
D. IT transformation

Answer: D
Explanation:
This describes IT transformation, as the investment focuses on improving internal IT capabilities (new testing technology) to provide more reliable services, rather than changing the business model or creating new digital products, which would characterize digital transformation.

QUESTION 6
A sales team is thinking of implementing a new customer relationship management (CRM) service to increase revenue and improve the customer experience. The sales manager has asked the provider of the CRM service to describe how the service will support the team's goals.

Which are the **TWO BEST** examples the service provider can present as evidence that value had been realized?

```
The sales team will be able to:
1. Use data analytics to sell more products to its customers
2. Send customers quick and personalized responses to enquiries
3. Receive training on the basic features of the service
```

4. Provide more frequent reports to the sales manager

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Answer: A
Explanation:
Value realization is shown when the CRM directly supports business goals. Using data analytics to sell more products (1) increases revenue, and sending quick, personalized responses to enquiries (2) improves customer experience. These directly demonstrate value creation for the sales team.

QUESTION 7
Which high-velocity IT objective **MOST** supports delivering product functionality in small increments?

A. Valuable investments
B. Co-created value
C. Fast development
D. Assured conformance

Answer: C
Explanation:
Fast development most supports delivering product functionality in small increments, as it emphasizes rapid, iterative delivery that enables frequent releases and quicker value realization.

QUESTION 8
In the context of high-velocity IT, which statement about the 'four dimensions of service management' is **CORRECT**?

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

Answer: B
Explanation:
In high-velocity IT, using automated tools directly supports the need to deliver digital products quickly and reliably, aligning with the four dimensions of service management (organizations/people, information/technology, partners/suppliers, and value streams/processes).

QUESTION 9
An organization has many development teams that design products and services in different ways. There is a wide variation in the levels of customer satisfaction with these products and services. The organization would like to introduce a more effective approach to 'service design'.

Which is the **BEST** improvement activity?

A. Define and agree a single 'service design' approach and model, based on the 'service design'

activities of the most successful development teams
B. Assess the organization's strategic objectives and customer requirements, then decide on the number and types of 'service design' approaches and models
C. Identify the products and services for which there is low customer satisfaction, and increase the human and technical resources for service design during future upgrades
D. Review the 'service design' approaches and models to remove duplication, and improve the efficiency of the development teams

Answer: B
Explanation:
The best improvement activity is to assess the organization's strategic objectives and customer requirements, then decide on the number and types of service design approaches and models. This ensures alignment with business goals and customer needs, rather than imposing a one-size-fits-all model or simply increasing resources.

QUESTION 10
What does a digital organization have to do to create or maintain a competitive advantage?

A. Use digital products to automate interactions with consumers
B. Deliver innovative new products and services quickly and reliably
C. Provide multiple, integrated support channels for products and services
D. Change how the IT function develops products and services

Answer: B
Explanation:
A digital organization must deliver innovative new products and services quickly and reliably to create or maintain a competitive advantage, as speed and innovation are critical differentiators in digital markets.

QUESTION 11
A software development organization only has one design team that is capable of working in an iterative and flexible manner. There are many teams that can do routine software development.

Which project should be assigned to the iterative flexible design team?

A. An update to an application with fixed deliverables in the contract
B. A change to a finance application to support a new tax regulation
C. A mobile application to enable users to manage their finances
D. Control software that will be added to a washing machine

Answer: C
Explanation:
The mobile application to enable users to manage their finances should be assigned to the iterative, flexible design team, since it requires creativity, user-focused design, and the ability to adapt to evolving requirements, making it ideal for an agile, iterative approach.

QUESTION 12
An organization's executive management team is trying to build a Lean culture. The line managers in this organization have historically focused on ensuring that employees meet performance quotas and that the employees follow documented procedures. The executive management team is working with line managers to reinforce new ways of thinking, acting, and

supporting employees. To do this, they are modelling new behaviours.

Which **TWO** behaviours of the line managers **BEST** align with Lean culture?

1. Talking directly to employees to understand how work is actually done
2. Asking team leaders to define new procedures that ensure goals will be met
3. Asking team leaders what help employees need and offering that help
4. Using coaching techniques to encourage and incentivize employees

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Answer: D
Explanation:
In a Lean culture, line managers should talk directly to employees to understand how work is actually done (1) and use coaching techniques to encourage and support employees (4). These behaviors promote respect, continuous improvement, and empowerment, which are central to Lean principles.

QUESTION 13
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. Measuring the frequency of component failures
B. Automating the handling of detected events
C. Using chaos engineering techniques
D. Using site reliability engineering techniques

Answer: D
Explanation:
Site reliability engineering (SRE) techniques within the availability management practice balance availability with the need for speed and frequent change. SRE applies error budgets and automation to maintain resilience while enabling rapid delivery.

Thank You for Trying Our Product

Lead2pass Certification Exam Features:

★ More than **99,900** Satisfied Customers Worldwide.

★ Average **99.9%** Success Rate.

★ **Free Update** to match latest and real exam scenarios.

★ **Instant Download** Access! No Setup required.

★ Questions & Answers are downloadable in **PDF** format and **VCE** test engine format.

★ Multi-Platform capabilities - **Windows, Laptop, Mac, Android, iPhone, iPod, iPad**.

★ **100%** Guaranteed Success or **100%** Money Back Guarantee.

★ **Fast**, helpful support **24x7**.

View list of all certification exams: http://www.lead2pass.com/all-products.html

10% Discount Coupon Code: **ASTR14**