PEOPLECERT
ITIL-4-Specialist-High-velocity-IT
ITIL 4 Specialist: High-velocity IT Exam

Questions And Answers PDF Format:

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Question: 1

How can an organization facilitate positive outcomes and experiences throughout the customer journey?

A. By being fair and transparent with costs
B. By optimizing the use of resources during the service lifecycle
C. By understanding service consumer needs and desires
D. By ensuring key risks have been identified and addressed

Answer: C

Question: 2

Which is an example of planning for value co-creation?

A. Defining KPIs for service quality that align with internal team objectives
B. Agreeing with a customer the service desk team's response times for each method of user contact
C. Documenting user feedback in a service improvement register
D. Setting expectations with a vendor for service delivery

Answer: B

Question: 3

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

A. It reflects an overall perception of the customer's experience
B. It involves only the stages of service delivery and resolution
C. It excludes customer interactions outside of the organization's processes
D. It focuses exclusively on technical service outcomes

Answer: A

Question: 4

Which statement about service requests is CORRECT?

A. Service requests are always handled as incidents
B. Service requests are submitted via agreed channels
C. Service requests require approval from senior management
D. Service requests are only applicable for IT-related needs

Answer: B

Question: 5

A service provider wants to use a technology-generated approach for updating a software application installed on the mobile devices of the service users. Which is the MOST APPROPRIATE method?

A. Using a manual process for each update
B. Using a push method to check the user's device each time it is connected
C. Allowing users to pull updates when they choose
D. Sending email notifications for manual installation of updates

Answer: B

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