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Exam : **ITIL 4 Specialist High velocity IT**

Title : ITIL 4 Specialist: High-velocity IT Exam

Version : DEMO

1.A project team was under pressure to create a minimum viable product as part of a new online banking service. The functionality was tested but errors have occurred in the live environment and these might impact customer retention rates.
Which practice has activities to help protect the organization from these errors?
A. Deployment management
B. Business analysis
C. Service continuity management
D. Problem management
Answer: D
Explanation:
In HVIT, organizations move quickly, but they must also learn rapidly from live failures and reduce the likelihood of recurrence. Problem management is the practice most directly concerned with identifying underlying causes of incidents and managing known errors and workarounds. That makes it the best answer when live errors are occurring and the organization needs protection from repeated impact.
Deployment management focuses on moving new or changed components into live environments, but it does not primarily address root cause analysis of recurring live issues. Business analysis helps clarify needs and requirements, which is useful earlier in the lifecycle, but not as the main control once live errors are already happening. Service continuity management is about preparedness for major disruptions and recovery scenarios, not routine or recurring product errors.
ITIL practice guidance describes problem management as reducing the likelihood and impact of incidents by identifying actual and potential causes and managing workarounds and known errors. That is why D is the best fit.

2.What is the BEST way for a software development organization to encourage ethical behaviours?
A. By defining policy that requires ethics to be considered by staff
B. By using machine learning algorithms to take decisions, instead of relying on people
C. By using agile methods to ensure people focus on the detail of each individual sprint
D. By running workshops where people discuss scenarios that have ethical significance
Answer: D
Explanation:
HVIT places strong emphasis on culture, behaviour, shared understanding, and learning. Ethical behaviour is not created reliably by policy alone. Policy can set expectations, but real ethical capability comes from discussion, reflection, and repeated practice in ambiguous real-world situations.
Workshops that explore ethically significant scenarios help people understand trade-offs, build judgement, and align decisions with organizational values. That is much more effective than simply publishing a policy. Machine learning does not remove ethical responsibility; it can actually create more ethical risk if used without human judgement. Agile methods help speed and feedback, but they do not by themselves ensure ethical awareness.
So D is best because it develops ethical thinking as a lived organizational capability, which is much more aligned with HVIT culture.

3.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:
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.

4.How can a service provider BEST improve its use of the 'capacity and performance management' practice to achieve more 'resilient operations'?
A. By providing a common approach for investigating the causes of incident
B. By managing knowledge about live products and services
C. By assessing improvement opportunities to reduce technical debt
D. By providing warranty requirements to the software development team
Answer: C
Explanation:
Resilient operations in HVIT depend not only on reacting to incidents but also on improving the underlying health of products and services. Technical debt directly affects system performance, scalability, maintainability, and stability. Assessing opportunities to reduce technical debt strengthens capacity and performance over time.
A is more closely linked to problem management.
B aligns more with knowledge management.
D may help by clarifying expectations, but it is less direct than actively identifying and removing structural weaknesses that harm performance and resilience.
HVIT encourages continual improvement and proactive investment in system health, not only short-term fixes. That makes C the most appropriate answer.

5.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:

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.