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

Exam Name: ITIL 4 Specialist: High-velocity IT

Exam A

QUESTION 1
A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank. Which are effective controls that could improve compliance?
1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

A. 1 and 4

B. 2 and 3

C. 3 and 4

D. 1 and 2

Correct Answer: C
Section:

QUESTION 2
At which steps in the customer journey should the approach to authorizing and enabling the user to use service be defined?

A. Onboard and Co-create

B. Engage and Deliver

C. Explore and Improve

D. Design and Transition

Correct Answer: A
Section:

QUESTION 3
Which is the BEST approach for a service consumer to use when they want to obtain services from a service provider?

A. Ensure that their detailed requirements are based on a previous legacy solution

B. Ask the service provider to customize a solution to suit their requirements

C. Develop a list of needs focusing on what should be achieved

D. Provide the service provider with a detailed list of requirements

Correct Answer: C
Section:

QUESTION 4
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

Correct Answer: C
Section:

QUESTION 5
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

Correct Answer: B
Section:

QUESTION 6
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

Correct Answer: A
Section:

QUESTION 7
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

Correct Answer: B
Section:

QUESTION 8
A team is evaluating commercial software products in an effort to improve communication and collaboration within the team. The members of the team cannot agree on the process that they should use to evaluate the products.
Which step should the team complete LAST?

A. Define requirements for configuring the product

B. Analyze the costs of implementing the product

C. Identify the technical compatibility of the product

D. Evaluate user feedback on product prototypes

Correct Answer: A
Section:

QUESTION 9
Which is a valid description of the priorities when using agile development methods?

A. Responding to changes over following a plan

B. Following a fixed schedule over flexibility

C. Prioritizing documentation over adaptability

D. Maintaining strict guidelines over innovation

Correct Answer: A
Section:

QUESTION 10
What should be done FIRST when designing a customer journey?

A. Defining the desired outcome and the value proposition

B. Mapping the technical requirements for service delivery

C. Identifying potential risks to the journey

D. Creating a feedback loop for customer input

Correct Answer: A
Section:

QUESTION 11
Which stakeholders should assess and evaluate value realization?

A. Only the service consumer

B. Both the service consumer and the service provider

C. Only the service provider

D. Independent third-party auditors

Correct Answer: B
Section:

QUESTION 12
An organization introduced a dedicated team of support agents, which answers questions, provides consultations, and fulfills a range of predefined changes initiated by external users with higher levels of subscription. Which practice ensures effective fulfillment of these service actions?

A. Incident management

B. Service request management

C. Problem management

D. Change enablement

Correct Answer: B
Section:

QUESTION 13
A service provider has recently released an upgrade to its payroll service. The service provider had told the customer that the upgrade would include functionality to copy information from various other HR systems, to reduce the amount of manual data entry. However, this statement was not documented at the time, and the proposed functionality was not included in the design.
Which practice includes activities which could have helped to avoid this situation?

A. Change enablement

B. Business analysis

C. Service level management

D. Incident management

Correct Answer: B
Section:

QUESTION 14
An organization with limited resources has a sales team that would like a new service to make it easier to manage customer information. There is also a finance team that wants to consolidate the organization's services to improve efficiency. One of the business units wants to introduce a new product line.
Which is the BEST way for the organization to manage this situation?

A. Hold separate meetings with each team to assess their needs

B. Use the capabilities of the 'portfolio management' practice to prioritize the initiatives in line with the organization's objectives

C. Allocate resources equally to all teams to address their needs

D. Focus on the initiative with the highest immediate financial return

Correct Answer: B
Section:

QUESTION 15
Which statement about the reporting of service outcomes and performance is CORRECT?

A. IT component scorecards should be mapped to service provider outcomes

B. Customer satisfaction feedback should be mapped to service provider outcomes

C. Service performance metrics should be mapped to customer outcomes

D. Return on investment (ROI) should be mapped to customer outcomes

Correct Answer: C
Section:

QUESTION 16
The IT team in a large enterprise is replacing an important application used for internal communication and collaboration. The team is very enthusiastic about the new application and believes it enables new and better ways of working. Pilot users, however, are reluctant to use the new features and just replicate old ways of working in the new system.
How can a 'service mindset' improve the situation?

A. By encouraging users to understand the features of the new application, and how it can contribute to the achievement of the enterprise's objectives

B. By simplifying the new application to make it identical to the old one

C. By limiting user access to only the new features of the application

D. By creating strict policies to enforce the use of new features

Correct Answer: A
Section:

QUESTION 17
What is the BEST way of demonstrating that user feedback is taken seriously, and is appropriately acted upon, in order to encourage more feedback in the future?

A. Sending surveys to users after every incident is resolved

B. Regularly provide updates about service improvements made as a result of user feedback

C. Implementing an automated feedback response system

D. Publicly acknowledging the users who provided feedback

Correct Answer: B
Section:

QUESTION 18
An organization is encouraging its staff to work from home instead of the office. This has caused changes to how and when users access services.
Which aspect of 'managing demand and opportunities' would provide a better understanding of this situation?

A. Monitoring service availability

B. Analyzing patterns of business activity

C. Implementing resource optimization tools

D. Creating new service level agreements

Correct Answer: A
Section:

QUESTION 19
Which activity does a service provider carry out as part of the 'explore step of the customer journey'?

A. Setting service level expectations with potential customers

B. Analyzing potential customer patterns of business activity

C. Onboarding customers to existing services

D. Reviewing past customer satisfaction surveys

Correct Answer: B
Section:

QUESTION 20
An organization is negotiating and agreeing on the service levels for a social media site.
Which is an example of a measure of utility that should be included in the service level agreement?

A. The number of photo formats supported for upload

B. The uptime percentage of the social media site

C. The average time to respond to a user query

D. The cost of hosting the service

Correct Answer: A
Section:

QUESTION 21
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

Correct Answer: B
Section:

QUESTION 22
A service provider is tracking the likelihood of service failures that could affect the service consumer. What is this a measure of?

A. Impact
B. Risk
C. Priority
D. Availability

Correct Answer: B
Section:

QUESTION 23
A service provider reliably meets the agreed service levels, but some customers are not happy because they are not achieving the outcomes that they expected.
Which is the BEST thing the service provider can do about this?

A. Identify ways to improve service levels, and discuss the cost of these improvements with the customers
B. Focus on technical excellence to further improve services
C. Analyze customer feedback to understand and address unmet expectations
D. Provide additional training to customers on using the service

Correct Answer: A
Section: