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Q&A

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

Title : ITIL 4 Specialist: High-velocity IT Exam

Version : DEMO

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

2.An organization has a culture that encourages people to hide their mistakes. This reduces opportunities to learn and improve in many different areas.

Which practice would MOST help to improve this situation and how?

Relationship management, by developing and communicating values and principles Which is an example of planning for value co-creation?

A. k

B. 5px;">Agreeing with a customer the service desk team's response times for each method of user contact

Answer: B

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

A. 35px;">It reflects an overall perception

B. k

Answer: A

4.Which statement about service requests is CORRECT?

A. k

B. 35px;">Service requests are submitted via agreed channels

Answer: B

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. k

B. ;">Using a push method to check the user's device each time it is connected

Answer: B