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## Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q11-Q16):

### NEW QUESTION # 11

A global retailer is shifting its monolithic order-management system to a containerized, microservices-based architecture. Development teams each use different code repositories, branching strategies, build tools and container registries. As a result, integration is laborious, security scans are inconsistent, and production deployments frequently break. Which ONE practice should lead the standardization of coding policies, repository management, CI/CD pipelines and artifact versioning to streamline end-to-end software delivery?

- A. Service Validation and Testing practice
- **B. Release Management practice**
- C. Change Enablement practice
- D. Software Development and Management practice

**Answer: B**

Explanation:

Release Management practice is responsible for defining and governing how software is built, packaged, and deployed across environments. By establishing standardized CI/CD pipelines, enforcing repository structures, and managing artifact versioning policies, it ensures consistency, repeatability, and traceability from development through production. This central oversight accelerates integration, embeds security and quality gates, and reduces deployment failures. Option B is incorrect because Service Validation and Testing focuses on designing and executing tests; it relies on established pipelines but does not own their standardization or governance.

#### NEW QUESTION # 12

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

Which approach would help to resolve this situation?

- A. Change enablement
- B. Continuous delivery
- C. Continuous deployment
- **D. Continuous integration**

**Answer: D**

#### NEW QUESTION # 13

An internal service provider of a charity foundation wants to ensure that all queries coming from users and customers are processed within the agreed time. Records show that the flow of incoming queries is uneven; the teams processing the queries may be overwhelmed one day and have idle capacity on another. What is the BEST way for the service provider to ensure timely processing of all queries?

- A. Limit the number of incoming queries so they could be processed on time
- **B. Prioritize queues using a combination of criteria to maximize value and minimize risks**
- C. Prioritize all incoming queries according to their economic value to maximize profit and minimize penalties
- D. Increase capacity to process all queries without delays

**Answer: B**

#### NEW QUESTION # 14

A popular social media app is part of a complex network of systems. Most changes to the service are successful, except for those made by a development team that has many failed changes.

Which is the BEST approach to reduce the number of failures?

- A. Initiate development changes as emergency changes so that errors can be identified quickly
- B. Create a standard change model for development changes and initiate as a service request
- **C. Create a change model for development changes that includes the use of safe-to-fail testing**
- D. Increase the size of development changes to make them easier to handle and increase success

**Answer: C**

#### NEW QUESTION # 15

In a mature ITIL 4 practice environment, incidents are automatically generated from monitoring events, enriched with CI data from the CMDB, and routed through automated priority matrices.

Major-incident teams must be alerted based on dynamic impact thresholds, and linked knowledge articles should surface during

ticket resolution. Which ONE practice is accountable for defining and governing this entire ticket lifecycle from auto-creation and CI integration to automated escalations, major-incident protocols, and closure criteria?

- A. Event Management practice
- **B. Incident Management practice**
- C. Service Request Management practice
- D. Problem Management practice

**Answer: B**

Explanation:

The Incident Management practice owns the complete lifecycle of unplanned service disruptions.

It defines how incidents are captured whether via user reports or automated event triggers, how CI attributes inform categorization and impact assessment, and how dynamic priority matrices drive automated escalations. It also prescribes major-incident procedures, integrates knowledge- article recommendations into the resolution workflow, and enforces closure criteria once service restoration is verified.

## NEW QUESTION # 16

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