

# 시험패스에유효한ITIL-4-Practitioner-Release-Management시험대비자료인증시험덤프데모



PassTIP ITIL-4-Practitioner-Release-Management 최신 PDF 버전 시험 문제집을 무료로 Google Drive에서 다운로드하세요 : <https://drive.google.com/open?id=1rMCzTV6M2FqeGldmIFkkhHV0yAa9OImH>

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>> ITIL-4-Practitioner-Release-Management 시험대비자료 <<

## ITIL-4-Practitioner-Release-Management 시험대비자료 최신 인기 인증시험자료

최근 IT 업종에 종사하는 분들이 점점 늘어가는 추세하에 경쟁이 점점 치열해지고 있습니다. IT인증 시험은 국제에서 인정받는 효력있는 자격증을 취득하는 과정으로서 널리 알려져 있습니다. PassTIP의 Peoplecert 인증 ITIL-4-Practitioner-Release-Management 덤프는 IT인증 시험의 한 과목인 Peoplecert 인증 ITIL-4-Practitioner-Release-Management 시험에 대비하여 만들어진 시험전 공부자료인데 높은 시험적중율과 친근한 가격으로 많은 사랑을 받고 있습니다.

## 최신 ITIL Practitioner Level ITIL-4-Practitioner-Release-Management 무료 샘플문제 (Q20-Q25):

### 질문 # 20

During a value stream walk of the incident resolution value stream, an organization has realized that some incidents take longer to

resolve because installation of overdue software updates is required. What should the organization do to improve the incident resolution times?

- A. Ensure that required updates are included in the release of the new services
- B. Ensure that required updates are enforced as part of the ongoing operations and maintenance
- C. Include release of the required updates in the incident resolution activities
- D. Include release of the required updates in the request fulfillment activities

**정답: B**

**설명:**

This scenario involves using technology to improve incident resolution by addressing overdue updates. The ITIL 4 Practitioner: Release Management document states: "To prevent delays in incident resolution due to overdue updates, release management can enforce updates as part of ongoing operations and maintenance, using automated tools to ensure systems are up-to-date" (Section 4.2).

- \* Option A (Include updates in incident resolution activities) is reactive and inefficient, as it delays resolution by embedding release activities into incident handling.
- \* Option B (Ensure updates are enforced as part of ongoing operations and maintenance) is proactive, using technology to keep systems updated, thus reducing incident resolution times by preventing the issue.
- \* Option C (Include updates in request fulfillment activities) addresses user requests, not the root cause of incident delays.
- \* Option D (Ensure updates are included in the release of new services) doesn't address existing systems needing updates, only new services.

The correct answer is B, as it leverages technology in operations to proactively manage updates, aligning with ITIL 4 principles.

**질문 # 21**

A service provider is receiving poor feedback from customers about releases of updates to a software product.

A review has shown that releases are often delayed or have to be repeated due to a lack of information about their impact on business processes and on other IT systems. The service provider is reviewing the value streams involving the software releases. Which step of the value stream analysis should the service provider use to understand the required information and dependencies?

- A. Identifying the scope of the value stream analysis
- B. Creating a 'to be' value stream map
- C. Identifying the workflow steps
- D. Reflecting on the 'as is' value stream map

**정답: D**

**설명:**

Value stream analysis in ITIL 4 helps identify inefficiencies and dependencies in processes like release management. The ITIL 4 Practitioner: Release Management document notes: "Reflecting on the 'as is' value stream map allows organizations to understand the current state, including dependencies and impacts on business processes and IT systems, which can reveal gaps in information that lead to delays or failures" (Section 4.3).

- \* Option A (Creating a 'to be' value stream map) focuses on designing the future state, which comes after understanding the current state.
- \* Option B (Reflecting on the 'as is' value stream map) is the correct step to understand current impacts and dependencies, identifying the root cause of delays and repeats.
- \* Option C (Identifying the scope of the value stream analysis) is an initial step but doesn't directly address understanding impacts.
- \* Option D (Identifying the workflow steps) is part of mapping but doesn't emphasize reflection on impacts and dependencies.

The correct answer is B, as reflecting on the current value stream map helps uncover the missing information about impacts.

**질문 # 22**

A new release manager wants to explain to the organization's service consumers the purpose of a new release management practice. What should the release manager say to the service consumers to help them realize the value of release management?

- A. The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.
- B. The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.
- C. The release management practice will ensure that new service features are available to the service operations team to

reduce business losses.

- D. The release management practice will ensure the quick use of improved services after new service features have been made available.

**정답: D**

#### **질문 # 23**

A release manager is considering the involvement of third parties in the release management practice. Which release management activity is likely to have a dependency on third parties?

- A. Verifying a release according to the release plan
- B. Identifying an applicable model for a release instance
- C. Release management alignment with other practices
- D. Performing a release according to an agreed model

**정답: D**

#### **설명:**

Third parties, such as suppliers or vendors, often play a role in the execution of releases, especially when they provide components or services involved in the release. The ITIL 4 Practitioner: Release Management document states: "Performing a release according to an agreed model often involves dependencies on third parties, such as suppliers providing software updates, infrastructure, or support services, which need to be integrated during the release execution" (Section 3.4).

\* Option A (Release management alignment with other practices) is an internal coordination activity, less likely to directly involve third parties.

\* Option B (Identifying an applicable model) is a planning activity typically handled internally by the release manager.

\* Option C (Performing a release according to an agreed model) directly involves executing the release, which often requires third-party components or services, creating a dependency.

\* Option D (Verifying a release) may involve third-party tools but is less dependent on their active participation compared to execution.

The correct answer is C, as performing the release is the activity most likely to depend on third parties.

#### **질문 # 24**

An organization manually checks that releases of new or changed products/services have been successfully completed. Which tools should be used to automate this process?

- A. Analysis and reporting tools
- B. Workflow management and collaboration tools
- C. Enterprise architecture tools
- D. Monitoring and event management tools

**정답: D**

#### **설명:**

Automating the verification of release success involves tracking the performance and stability of the released services. The ITIL 4 Practitioner: Release Management document notes: "Monitoring and event management tools can automate the verification of release success by tracking system performance and detecting anomalies post-release, ensuring the release meets its objectives" (Section 4.2).

\* Option A (Monitoring and event management tools) is correct, as these tools can automatically check system health and performance after a release, replacing manual checks.

\* Option B (Workflow management and collaboration tools) focuses on process coordination, not post-release verification.

\* Option C (Enterprise architecture tools) is used for dependency mapping, not release verification.

\* Option D (Analysis and reporting tools) provides retrospective insights but doesn't automate real-time verification.

The correct answer is A, as monitoring tools are best suited for automating release verification.

#### **질문 # 25**

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여러분이 어떤 업계에서 어떤 일을 하든지 모두 항상 업그레이드되는 자신을 원할 것입니다. 그업계에서도 이러합니

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## **ITIL-4-Practitioner-Release-Management 시험대비자료 인기 인증 시험 덤프 문제**

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