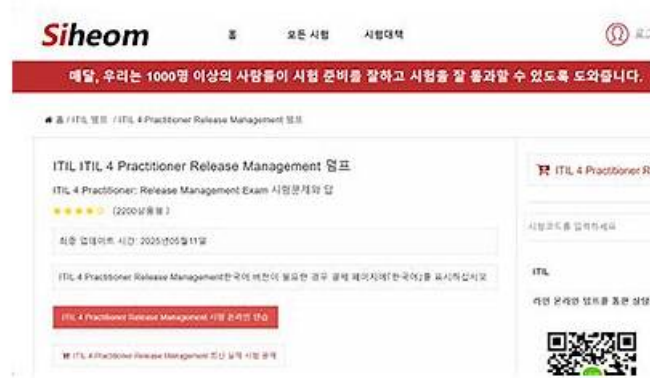


ITIL-4-Practitioner-Release-Management최신업데이트 시험덤프 & ITIL-4-Practitioner-Release-Management Dump



참고: ExamPassdump에서 Google Drive로 공유하는 무료, 최신 ITIL-4-Practitioner-Release-Management 시험 문제집이 있습니다: https://drive.google.com/open?id=1hqavo8hMkNjApX9_gNBcMHVQoiiONduV

ExamPassdump 의 학습가이드에는Peoplecert ITIL-4-Practitioner-Release-Management인증시험의 예상문제, 시험문제와 답입니다. 그리고 중요한 건 시험과 매우 유사한 시험문제와 답도 제공해드립니다. ExamPassdump 을 선택하면 ExamPassdump 는 여러분을 빠른시일내에 시험관련지식을 터득하게 할 것이고Peoplecert ITIL-4-Practitioner-Release-Management인증시험도 고득점으로 패스하게 해드릴 것입니다.

Peoplecert ITIL-4-Practitioner-Release-Management 시험요강:

주제	소개
주제 1	<ul style="list-style-type: none"> Service Design: This section of the exam measures the skills of IT Release Managers and covers the principles and practices involved in designing services and products that are practical, useful, and aligned with stakeholder expectations. It focuses on ensuring that services are designed in a way that they can be effectively delivered and supported by the organization and its partners.
주제 2	<ul style="list-style-type: none"> AI and Automation: This section of the exam measures the skills of IT Operations Managers and addresses the use of AI and automation in delivering IT systems and applications that align with user needs. It ensures that software releases meet quality standards, are delivered on time, and stay within budget, using modern tools and intelligent technologies.
주제 3	<ul style="list-style-type: none"> Change: This section of the exam measures the skills of DevOps Engineers and focuses on how to manage and control changes within IT environments. It includes planning, executing, monitoring, and communicating changes to ensure minimal disruption while keeping stakeholders informed about the progress and impact of changes.

>> ITIL-4-Practitioner-Release-Management최신 업데이트 시험덤프 <<

Peoplecert ITIL-4-Practitioner-Release-Management Dump, ITIL-4-Practitioner-Release-Management퍼펙트 덤프데모문제 보기

ExamPassdump 질문 풀은 실제시험 변화의 기반에서 스케줄에 따라 업데이트 합니다. 만일 Peoplecert ITIL-4-Practitioner-Release-Management테스트에 어떤 변화가 생긴다면, 적중율이 항상 98% 이상을 유지 할 수 있도록 2일간의 근무일 안에 제품을 업데이트 하도록 합니다. ExamPassdump는 고객들이 테스트에 성공적으로 합격 할 수 있도록 하기 위하여 업데이트 된 버전을 구매후 서비스로 제공해드립니다. 시험에서 불합격받으셨는데 업데이트가 힘

든 상황이면 덤프비용을 환불해드립니다.

최신 ITIL Practitioner Level ITIL-4-Practitioner-Release-Management 무료 샘플문제 (Q10-Q15):

질문 # 10

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

정답: D

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 fulfilment 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 # 11

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

정답: A

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 # 12

What is a description of a release?

- A. All updated service versions that are mandatory for users
- B. The repeated building and testing of code leading to deployment
- C. The guidelines for collating two or more changes
- **D. A set of new service features that will benefit users**

정답: D

설명:

In ITIL 4, a release is defined as the output of the release management practice that is made available to users.

The ITIL 4 Practitioner: Release Management document states: "A release is a version of a service or a set of service components that is made available for use. It often includes new or changed features that deliver value to users" (Section 2.2).

* Option A (A set of new service features that will benefit users) aligns with the definition, as a release typically includes new or changed features intended to provide value to users.

* Option B (The repeated building and testing of code) describes a development process (e.g., continuous integration), not the release itself.

* Option C (All updated service versions that are mandatory for users) is incorrect because releases are not always mandatory; ITIL 4 allows for push or pull approaches.

* Option D (Guidelines for collating changes) describes a process or policy, not the release itself.

The correct description of a release is a set of features or components made available for use, making A the correct answer.

질문 # 13

Which activity of the 'release model development and improvement' process is used to standardize the preparation of release instances?

- A. Release management approach review and development
- **B. Release model review and development**
- C. Release execution
- D. Product architecture and service relationship analysis

정답: B

설명:

The release model development and improvement process aims to create and refine standardized models for releases. The ITIL 4 Practitioner: Release Management document explains: "Release model review and development involves defining and standardizing the structure, contents, and schedule of releases to ensure consistency in the preparation of release instances" (Section 3.2.2).

* Option A (Release management approach review and development) focuses on the overall practice approach, not specifically the preparation of release instances.

* Option B (Release model review and development) directly addresses standardizing the preparation of release instances by defining repeatable models.

* Option C (Product architecture and service relationship analysis) is a supporting activity to understand dependencies, not to standardize release preparation.

* Option D (Release execution) is the process of deploying a release, not developing or standardizing models.

The correct answer is B, as it directly relates to standardizing release preparation through model development.

질문 # 14

An organization has a dedicated release management team that is effective in managing releases, but this team has very poor coordination with the change enablement team. What capability level of release management does this indicate?

- A. Level 3
- B. Level 1
- C. Level 4
- **D. Level 2**

정답: D

설명:

The ITIL 4 capability model evaluates not only the effectiveness of a practice but also its integration with other practices. The ITIL 4

Practitioner: Release Management document states: "Level 2 (Managed) indicates that the practice is effective in its own scope but may lack integration with other practices. Level 3 (Defined) requires standardized processes and effective coordination with related practices like change enablement" (Section 5.2).

* The scenario shows that the release management team is effective (meeting Level 2), but poor coordination with the change enablement team indicates a lack of integration.

* Level 1 (Ad-hoc) would mean no consistent process, which isn't the case here since the team is effective.

* Level 3 requires integration and standardization across practices, which is not met due to poor coordination.

* Level 4 is even more advanced, requiring quantitative management, which isn't applicable.

The capability level is B (Level 2), as the practice is effective but lacks the integration needed for Level 3.

질문 # 15

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