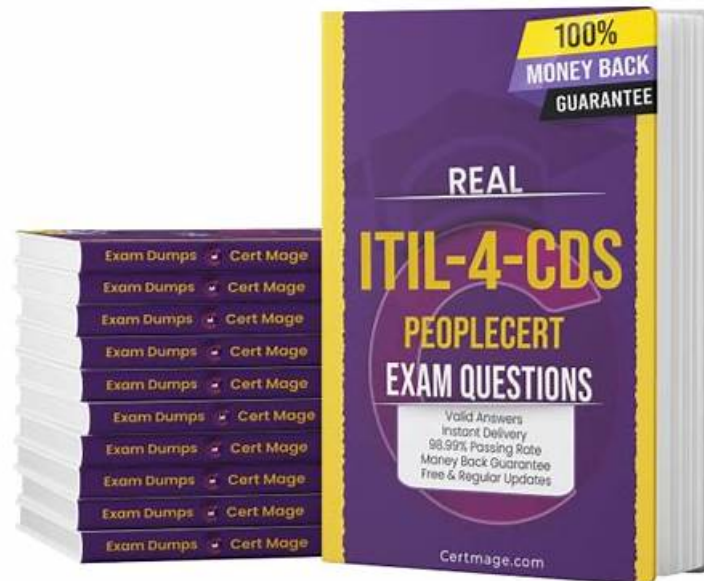


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NEW QUESTION # 20

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that

begins with the incident being generated by a monitoring tool and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action the team can take to address leadership's concern?

- A. Introduce additional sources of demand
- B. Automate repeatable work activities
- C. Compare the map to actual activities
- **D. Determine where work is sitting in queues**

Answer: D

NEW QUESTION # 21

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

Answer: A

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 # 22

Which is often included in an Agile approach to software development?

- **A. CI/CD**
- B. Information models
- C. Integrated service management toolsets
- D. Advanced analytics

Answer: A

NEW QUESTION # 23

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Swarming
- **B. Shift-left**
- C. Robotic process automation
- D. Shortest item first

Answer: B

NEW QUESTION # 24

A service operations team monitors a critical service. They receive thousands of events every day, and operators are trained, so they

know which events require a response. Sometimes they miss an important event, and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Recruit and train additional operations staff
- B. Renegotiate service level targets
- C. Improve operations team training
- **D. Review and automate filtering of operations data**

Answer: D

NEW QUESTION # 25

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



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