

ITIL-4-Practitioner-Release-Management PDF

Testsoftware - ITIL-4-Practitioner-Release-Management

Zertifizierungsprüfung



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

Thema	Einzelheiten
Thema 1	• 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.
Thema 2	• 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.
Thema 3	• 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.

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Peoplecert ITIL 4 Practitioner: Release Management Exam ITIL-4-Practitioner-Release-Management Prüfungsfragen mit Lösungen (Q15-Q20):

15. Frage

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

Antwort: C

Begründung:

The ITIL 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.

16. Frage

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

Antwort: A

Begründung:

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.

17. Frage

An organization invested in the development and adoption of a common approach to release management.

Which metric will help the organization to understand if this initiative has been successful?

- A. The number of releases that were implemented after the target implementation date
- B. Alignment of release management procedures between the organization and its suppliers
- C. The satisfaction rating given by service consumers of individual releases
- **D. The percentage of releases that do not result in incidents**

Antwort: D

Begründung:

A common approach to release management aims to improve the reliability and stability of releases. The ITIL 4 Practitioner: Release Management document highlights key metrics for evaluating the success of release management: "Key metrics for release management often include the percentage of releases that do not result in incidents, as this indicates the stability and reliability of the release process" (Section 5.3).

* Option A (Alignment with suppliers) is a process improvement metric but doesn't directly measure the success of the release outcomes.

* Option B (The percentage of releases that do not result in incidents) directly measures the effectiveness of the release process by assessing its impact on service stability, aligning with the goal of a common approach to reduce errors and disruptions.

* Option C (Satisfaction rating) is a valuable metric but is more subjective and less directly tied to the operational success of a common approach.

* Option D (Number of delayed releases) measures timeliness but not the quality or stability of the releases.

The best metric to assess the success of a standardized release management approach is the reduction in incidents, making B the correct answer.

18. Frage

What is MOST LIKELY to affect how significantly an organization's release management activities are dependent on partners and suppliers?

- **A. The source of the organization's products and technology solutions**
- B. The knowledge level of the organization's users
- C. The maturity of the release management practice
- D. The amount of automation in the release management practice

Antwort: A

Begründung:

The dependency on partners and suppliers in release management is influenced by the extent to which an organization relies on external products or services. The ITIL 4 Practitioner: Release Management document explains: "The source of the organization's products and technology solutions significantly affects the dependency on partners and suppliers, as reliance on external software, hardware, or services increases the need for coordination during releases" (Section 3.4).

* Option A (The knowledge level of users) impacts user adoption but not the dependency on suppliers for release activities.

* Option B (The maturity of the practice) affects internal efficiency, not the structural dependency on external parties.

* Option C (The amount of automation) influences how releases are executed but doesn't determine the dependency on suppliers.

* Option D (The source of products and technology solutions) directly determines how much the organization relies on external parties, affecting release management dependency.

The correct answer is A, as the source of technology solutions most significantly impacts supplier dependency.

19. Frage

Which is a key input to the release planning and coordination process?

- A. Updates to the continual improvement register
- B. Documented findings on the success of a release
- C. Notifications to stakeholders about the release status
- D. Details about the users who will be affected

Antwort: D

Begründung:

The release planning and coordination process in ITIL 4 Release Management requires inputs to ensure effective planning and execution of releases. The ITIL 4 Practitioner: Release Management document specifies: "Key inputs to release planning and coordination include details about the users who will be affected, as this helps in scheduling and communicating the release to minimize disruption" (Section 3.2.1).

* Option A (Documented findings on the success of a release) is an output of a release evaluation, not an input to planning.

* Option B (Updates to the continual improvement register) may inform long-term improvements but isn't a direct input to planning a specific release.

* Option C (Details about the users who will be affected) is a critical input, as understanding the user base helps tailor the release schedule, communication, and impact mitigation strategies.

* Option D (Notifications to stakeholders about the release status) is an output of the release process, not an input to planning.

The correct answer is C, as user details are essential for effective release planning and coordination.

20. Frage

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