ITIL-4-Practitioner-Release-Management Zertifizierung - ITIL-4-Practitioner-Release-Management Zertifizierungsprüfung

Außerdem sind jetzt einige Teile dieser ITZert ITIL-4-Practitioner-Release-Management Prüfungsfragen kostenlos erhältlich: https://drive.google.com/open?id=1tLgLxQinfMOyb9-su-ZPKhtOyLuqXbu-

Die Schulungsunterlagen für die Vorbereitung der Peoplecert ITIL-4-Practitioner-Release-Management Zertifizierungsprüfung beinhalten die Simulationsprüfungen sowie die jetzigen Prüfungsfragen und Antworten zur Peoplecert ITIL-4-Practitioner-Release-Management Zertifizierungsprüfung. Im Internet haben Sie vielleicht auch einige ähnliche Ausbildungswebsites gesehen. Nach dem Vergleich würden Sie aber finden, dass die Schulungsunterlagen zur Peoplecert ITIL-4-Practitioner-Release-Management Zertifizierungsprüfung von ITZert eher zielgerichtet sind. Sie sind nicht nur von guter Qualität, sondern auch die umfassendeste.

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

Thema	Einzelheiten
Thema 1	• 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 2	• 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 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.

Echte und neueste ITIL-4-Practitioner-Release-Management Fragen und Antworten der Peoplecert ITIL-4-Practitioner-Release-Management Zertifizierungsprüfung

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Peoplecert ITIL 4 Practitioner: Release Management Exam ITIL-4-Practitioner-Release-Management Prüfungsfragen mit Lösungen (Q21-Q26):

21. Frage
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 the quick use of improved services after new service features have been made available.
- B. The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.
- C. The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.
- D. The release management practice will ensure that new service features are available to the service operations team to reduce business losses.

Antwort: A

Begründung:
The purpose of the release management practice in ITIL 4 is to make new and changed services and features available for use by ensuring a controlled and efficient release process. According to the ITIL 4 Practitioner: Release Management document, the purpose is defined as: "The purpose of the release management practice is to make new and changed services and features available for use" (Section 2.1). This focuses on delivering value to service consumers by enabling them to use improved or new services quickly and effectively.
* Option A focuses on the service operations team performing tests, which is part of the release process but not the primary value perceived by service consumers.
* Option B mentions reducing business losses for the operations team, which is an internal benefit, not a direct value for consumers.
* Option C aligns directly with the purpose: "the quick use of improved services after new service features have been made available" reflects the consumer-facing value of release management- ensuring they can benefit from new or improved services promptly.
* Option D focuses on mitigating the service provider's risks, which is a provider-centric benefit, not a consumer-focused value statement.
Thus, the correct answer is C, as it directly addresses the value to service consumers by emphasizing the availability and usability of improved services, aligning with the ITIL 4 definition of release management's purpose.

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

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

Antwort: B

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. TheITIL 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 externalsoftware, 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 D, as the source of technology solutions most significantly impacts supplier dependency.

23. Frage
A service provider is conducting a capability assessment of the release management practice. It has been found that although the practice's performance is regularly reported and reviewed, most recommendations based on the reports are never implemented. What is the MAXIMUM capability level that could be given to the release management practice?

- A. Level 2
- B. Level 5
- C. Level 3
- D. Level 4

Antwort: A

Begründung:
The ITIL capability model assesses practices based on their maturity and ability to improve. TheITIL 4 Practitioner: Release Managementdocument outlines the capability levels:"Level 2 (Managed) indicates that the practice is planned and tracked, with performance regularly reported. Level 3 (Defined) requires standardized processes and the ability to improve based on feedback. If recommendations from performance reviews are not implemented, the practice cannot achieve Level 3"(Section 5.2).
* The scenario indicates that performance is reported and reviewed (meeting Level 2 requirements), but recommendations are not implemented, meaning there's no improvement or standardization beyond basic management.
* Level 3 requires consistent improvement and standardization, which is not met due to the lack of implementation.
* Levels 4 (Quantitatively Managed) and 5 (Optimizing) require even higher maturity, including data- driven improvements and continuous optimization, which are not applicable here.
The maximum capability level is A (Level 2), as the practice is managed but not improving.

24. Frage
A large organization is adjusting its IT organizational structure to optimize for faster, more collaborative, and less bureaucratic working practices. There is a significant number of changes and related releases that are handled by the product and project teams. What is the BEST way for the organization to position release management in the new organizational structure?

- A. Appoint a release manager in every product team to coordinate and coach the team members
- B. Delegate all release management responsibilities to product and project teams
- C. Delegate most release management responsibilities to product and project teams but appoint a release manager to coordinate and coach the teams
- D. Establish a centralized release management team to manage all releases

Antwort: C

Begründung:
In a collaborative, less bureaucratic structure, release management needs to balance decentralization with oversight to ensure consistency and alignment. TheITIL 4 Practitioner: Release Managementdocument advises:"In organizations adopting collaborative practices, release management responsibilities can be delegated to product and project teams to enable faster decision-making, but a release manager should be appointed to coordinate and coach the teams, ensuring consistency and adherence to standards"(Section 3.3.2).
* Option A (Centralized team) contradicts the goal of reducing bureaucracy and enabling faster, collaborative practices.
* Option B (Delegate all responsibilities) risks inconsistency and lack of oversight, which can lead to uncoordinated releases.

* Option C (Delegate most responsibilities but appoint a release manager to coordinate and coach) balances decentralization with oversight, aligning with the goal of faster, collaborative practices while maintaining consistency.
* Option D (Appoint a release manager in every team) is overly resource-intensive and may lead to fragmented approaches across teams.
The correct answer is C, as it best supports the new organizational structure while ensuring effective release management.

25. 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. 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

Antwort: D

Begründung:
This scenario involves using technology to improve incident resolution by addressing overdue updates. The ITIL 4 Practitioner: Release Managementdocument 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.

26. Frage
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