

ITIL-4-Practitioner-Release-Management赤本勉強 & ITIL-4-Practitioner-Release-Management日本語版と英語版



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Peoplecert ITIL-4-Practitioner-Release-Management 認定試験の出題範囲：

トピック	出題範囲
トピック 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.
トピック 2	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.

- **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.

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ITIL-4-Practitioner-Release-Management日本語版と英語版、ITIL-4-Practitioner-Release-Management日本語版テキスト内容

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Peoplecert ITIL 4 Practitioner: Release Management Exam 認定 ITIL-4-Practitioner-Release-Management 試験問題 (Q16-Q21):

質問 # 16

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

正解: D

解説:

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.

質問 # 17

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

正解: C

解説:

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.

質問 # 18

A retail organization is hiring a new release manager. The vacancy description indicates that successful candidates should have good knowledge of technologies and platforms used by the organization, good knowledge of ITIL and DevOps, and experience in retail. What other skill is important to the release management role?

- A. Technical expertise
- B. Knowledge of service management frameworks
- C. Project planning and coordination
- D. Understanding of the organization's business

正解: C

解説:

The release management role in ITIL 4 requires a range of competencies to ensure effective coordination and execution of releases. The ITIL 4 Practitioner: Release Management document states: "A release manager must have strong project planning and coordination skills to manage the scheduling, communication, and execution of releases, ensuring alignment with organizational goals and minimal disruption" (Section 3.3).

* Option A (Knowledge of service management frameworks) is already covered by the requirement of ITIL knowledge in the vacancy description, so it's not an additional skill.

* Option B (Project planning and coordination) is a critical skill for release managers, as they need to orchestrate complex release activities, manage timelines, and coordinate with stakeholders, which isn't explicitly covered by the listed requirements.

* Option C (Technical expertise) is implied by the requirement for knowledge of technologies and platforms, so it's not an additional skill.

* Option D (Understanding of the organization's business) is important but less specific to release management compared to project planning, and the retail experience requirement already covers business context.

The correct answer is B, as project planning and coordination is a key additional skill for effective release management.

質問 # 19

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

正解: D

解説:

In a collaborative, less bureaucratic structure, release management needs to balance decentralization with oversight to ensure consistency and alignment. The ITIL 4 Practitioner: Release Management document 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.

質問 # 20

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

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

正解: B

解説:

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

質問 # 21

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