

sample questions

Practitioner module Release and Control (IPRC)

ITIL

Practitioner module Release and Control

Sample questions IPRC

edition June 2005

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Introduction

This is a set of sample questions for ITIL Practitioner Release and Control.

This set of sample questions consists of 20 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer. These sample questions are representative of the type of questions that will be asked during the real examination.

The real examination consists of 40 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for the real examination is 40. Each correct answer is worth one point. If you obtain 26 points or more you will pass.

The time allowed for the real examination is 120 minutes.

No rights may be derived from this information.

Good luck!

Sample questions

1 of 20

You have just started setting up Configuration Management. Together with an external consultant, you have drawn up a Configuration Management plan. This plan has been approved by the Board of Management.

In the Configuration Management plan, you have indicated the activities you are going to carry out in the coming period.

Activities

- Analyze existing Configuration Management situation
- Analyze existing configuration data
- Draw up functional specifications for CMDB and Configuration Management tools
- Select, evaluate and purchase CMDB and Configuration Management tools
- Set up coding system, attributes and naming conventions
- Set up and test CMDB and Configuration Management tools
- Set up space for storage of CIs and DSL
- Convert all existing data to new CMDB
- Label all existing CIs
- Carry out initial verification of the CMDB
- Work with new CMDB and Configuration Management tools

Which activity must you definitely add to the above if you want your efforts to be successful?

- A.** Draw up a release policy document
- B.** The collection of information using inventory tools
- C.** The development of procedures and work instructions

2 of 20

As a member of the Release and Control team, you are given the task to develop, with specifics, the existing Change Management procedure using work instructions. A work instruction is a guide on how to carry out a procedure.

Work Instruction "Release Changes"

| | |
|---------------------|---|
| Objective | ***** |
| Target group | Change manager |
| Instruction | After testing the change for production, the test report must be submitted to the change manager. The change manager will use the test report, the implementation plan, the existence of a back-out plan and the necessary documentation to determine whether the change can be released. The change manager will release the change and register the status in the change registration system. |

Which step in the "Release changes" work instruction is missing?

- A. Informing those involved
- B. Reviewing the change
- C. Planning the back-out

3 of 20

Last week two members of the Change Management staff had a discussion with a colleague from Configuration Management staff about responsibility for updating change logs. They brought up several possibilities.

Which is the proper one?

- A. A change is a CI, so only the Change Manager is responsible for updating its status in the Service Management tool.
- B. A change is a CI, so only the Configuration Manager is responsible for updating its status in the Service Management tool.
- C. A change is not a CI, so only the Change Manager is responsible for updating its status in the Service Management tool.

4 of 20

Which of the following Key Performance Indicators (KPI) does **not** reflect an improvement in the effectiveness and efficiency of the Release and Control processes?

- A. A percentage improvement in overall duration of the CAB meeting.
- B. A percentage improvement in the speed and accuracy of configuration audits
- C. A reduction in the 'cost' of failed changes

5 of 20

Which of the following metrics is useful in assisting you to determine the effectiveness of the Change Management process?

- A.** An increase in the number of recorded RFCs per period
- B.** An increase in the number of rejected RFCs
- C.** An increase in the number of RFCs being built

6 of 20

A system development project was recently started. The project manager has asked the release manager to demonstrate the effectiveness of his process during the implementation stage.

Which Key Performance Indicator will be used in the report?

- A.** Accurate distribution of releases
- B.** Secure and accurate management of the DSL
- C.** The planned composition of releases matching the actual composition

7 of 20

At organization "X" the various business managers usually communicate directly with the developers and programmers when they require new functionalities. You have been tasked to communicate to the business about following the Release and Control processes and to submit their requests to the Change Management process.

Which of the following best reflects the tone of your communication to the business managers?

- A.** You have to be firm and enforce the process. Business managers must submit their change requests to the change process. There will be severe repercussions for not following the process.
- B.** You need to create a communication plan outlining the benefits of the Release and Control processes so that resources can be properly planned and changes documented, assessed and implemented.
- C.** You need to explain the various categories of changes to the business managers and allow them to submit standard pre-approved changes directly to the developers / programmers as most requests for functionalities are minor in nature.

8 of 20

Financial Management for IT Services wants to reduce the Total Cost of Ownership for client machines in the organization.

Which information does Financial Management for IT Services need from Configuration Management?

- A. Asset Management information regarding the desktop PC's, laptops and software
- B. Configuration Management information regarding all hardware
- C. Configuration Management information regarding all hardware and software

9 of 20

License management is part of the Release and Control processes.

Which process has to verify the software with the accompanying licenses?

- A. Change Management
- B. Configuration Management
- C. Release Management

10 of 20

Each CI must be given a unique identification code. This code identifies the CI in the CMDB and is also the code that is physically affixed to the CI by means of a label. You decide to use the following coding for the PCs: WS-UT1-XXX, where UT1 stands for the Utrecht branch, 1st floor, and XXX is a three-digit serial number.

Is this a correct naming convention?

- A. No
- B. Yes, by including the branch and floor in the code, in the case of failure it can be seen straight away where the problem is located.
- C. Yes, in view of the limited growth of the branches, a three-digit serial number is more than adequate.

11 of 20

You want to be able to display the entire life cycle of a CI, from order to deletion, by giving it a status.

Which is a correct way to do this?

- A. ORDERED, STOCK, TEST, LIVE, REPAIR, ARCHIVED, DELETED
- B. ORDERED, STOCK, TEST, PRODUCTION, OUT OF ORDER, ARCHIVED, DELETED
- C. RFC, STOCK, TEST, LIVE, OUT OF ORDER, ARCHIVED, DELETED

12 of 20

What serves as input for the design, build and configuration of a release?

- A. Accepted releases after successful testing
- B. Release assembly instructions
- C. Release definition and release plans

13 of 20

New software is implemented in a distributed environment. One of the objectives is to ensure the option of fast back-out from changes across the network.

What needs to be in place to ensure this fast back-out?

- A. Limited software installation on workstations
- B. The possibility to freeze failing applications
- C. Single user sign-on to all systems

14 of 20

The CMDB is updated and referred to throughout the Release Management process.

Should the definition of planned releases be recorded in the CMDB?

- A. No, because the definition of planned releases is not a CI.
- B. No, because the definition of planned releases is not yet an update of the information in the CMDB.
- C. Yes, because the definition of planned releases is the basis for the design, build and configuration of the release.

15 of 20

What does the Definitive Hardware Store (DHS) contain?

- A. Hardware spare parts for maintaining the systems
- B. Hardware spares to be used for additional systems or for the recovery of major incidents
- C. Information about hardware to roll-out as part of a release

16 of 20

The general IT Manager has noticed that staff are spending a lot of time reviewing changes.

What is a purpose of change reviews?

- A.** To establish that all changes have been assessed and prioritized
- B.** To establish that the change was implemented on time and for the specified costs
- C.** To establish that the Forward Schedule of Changes (FSC) has been produced and distributed on time

17 of 20

What is an activity when reviewing a roll-out plan?

- A.** Check if the roll-out plan requires any adjustment of the organization's release policy.
- B.** Check if the roll-out plan fits in with established Service Management and Support procedures.
- C.** Check if the roll-out plan has been authorized by the change requester.

18 of 20

The Change Management staff is swamped with mail messages from change builders, testers and other staff reporting the status or progress of specific changes.

How can this be prevented?

- A.** Ask change builders, testers and other staff to hold back until the change is ready for implementation
- B.** Allocate more Change Management staff
- C.** Authorize change builders, testers and other staff to add information to change records

19 of 20

A car manufacturer has a number of branches worldwide. The management wants to use Voice Over IP to reduce costs. The IT Service Organization is asked to provide this new service.

What are the consequences for the Change, Release and Configuration Management procedures?

- A.** Adjustment of the Change Management plan
- B.** An extension of the CMDB
- C.** None, just another service to manage

20 of 20

The Service Manager has issued an audit for compliance with all Service Support processes next month.

Which item should be included in the examination?

- A.** CAB minutes
- B.** Change model
- C.** RFC form

Answer key

1 of 20

You have just started setting up Configuration Management. Together with an external consultant, you have drawn up a Configuration Management plan. This plan has been approved by the Board of Management.

In the Configuration Management plan, you have indicated the activities you are going to carry out in the coming period.

Activities

- Analyze existing Configuration Management situation
- Analyze existing configuration data
- Draw up functional specifications for CMDB and Configuration Management tools
- Select, evaluate and purchase CMDB and Configuration Management tools
- Set up coding system, attributes and naming conventions
- Set up and test CMDB and Configuration Management tools
- Set up space for storage of CIs and DSL
- Convert all existing data to new CMDB
- Label all existing CIs
- Carry out initial verification of the CMDB
- Work with new CMDB and Configuration Management tools

Which activity must you definitely add to the above if you want your efforts to be successful?

- A.** Draw up a release policy document
- B.** The collection of information using inventory tools
- C.** The development of procedures and work instructions

A. Incorrect.

B. Incorrect.

C. Correct. If it is not clear what the work method is for the registration of new CIs, changes to existing CIs, etc. because there are no procedures for this and no one has had any training, the CMDB will be inaccurate within a very short time.

The choice has been made to convert and verify existing data. The use of inventory tools is therefore not strictly necessary.

Ref. 7.5.1

2 of 20

As a member of the Release and Control team, you are given the task to develop, with specifics, the existing Change Management procedure using work instructions. A work instruction is a guide on how to carry out a procedure.

Work Instruction "Release Changes"

| | |
|---------------------|---|
| Objective | ***** |
| Target group | Change manager |
| Instruction | After testing the change for production, the test report must be submitted to the change manager. The change manager will use the test report, the implementation plan, the existence of a back-out plan and the necessary documentation to determine whether the change can be released. The change manager will release the change and register the status in the change registration system. |

Which step in the "Release changes" work instruction is missing?

- A. Informing those involved
- B. Reviewing the change
- C. Planning the back-out

- A. Correct. Ref. 8.5
- B. Incorrect.
- C. Incorrect.

3 of 20

Last week two members of the Change Management staff had a discussion with a colleague from Configuration Management staff about responsibility for updating change logs. They brought up several possibilities.

Which is the proper one?

- A. A change is a CI, so only the Change Manager is responsible for updating its status in the Service Management tool.
- B. A change is a CI, so only the Configuration Manager is responsible for updating its status in the Service Management tool.
- C. A change is not a CI, so only the Change Manager is responsible for updating its status in the Service Management tool.

- A. Incorrect.
- B. Correct. A change is considered as a CI and is registered in the CMDB.
Ref. 8.3
- C. Incorrect.

4 of 20

Which of the following Key Performance Indicators (KPI) does **not** reflect an improvement in the effectiveness and efficiency of the Release and Control processes?

- A.** A percentage improvement in overall duration of the CAB meeting.
- B.** A percentage improvement in the speed and accuracy of configuration audits
- C.** A reduction in the 'cost' of failed changes

A. Correct. A reduction in the duration of the CAB meeting has nothing to do with its effectiveness and efficiency in regards to ensuring its quality.

B. Incorrect.

C. Incorrect.

5 of 20

Which of the following metrics is useful in assisting you to determine the effectiveness of the Change Management process?

- A.** An increase in the number of recorded RFCs per period
- B.** An increase in the number of rejected RFCs
- C.** An increase in the number of RFCs being built

A. Incorrect.

B. Correct. To measure the effectiveness of the change process it is advisable to look at the workload at various key points throughout the process. An increase in the number of rejected RFCs indicate that the instructions to submit RFC are not being followed, are misunderstood, are too complicated or the rules to accept a change are too rigid. This indicates that the communication has failed and that the education and training is lacking.

C. Incorrect.

6 of 20

A system development project was recently started. The project manager has asked the release manager to demonstrate the effectiveness of his process during the implementation stage.

Which Key Performance Indicator will be used in the report?

- A.** Accurate distribution of releases
- B.** Secure and accurate management of the DSL
- C.** The planned composition of releases matching the actual composition

A. Correct. In this case Release Management assists Project Management in implementing a release but does not take control. The Key Performance Indicators B and C monitor effectiveness of activities under control of Release Management.

Ref. 9.7.1, 9.8.5

B. Incorrect.

C. Incorrect.

7 of 20

At organization "X" the various business managers usually communicate directly with the developers and programmers when they require new functionalities. You have been tasked to communicate to the business about following the Release and Control processes and to submit their requests to the Change Management process.

Which of the following best reflects the tone of your communication to the business managers?

- A.** You have to be firm and enforce the process. Business managers must submit their change requests to the change process. There will be severe repercussions for not following the process.
- B.** You need to create a communication plan outlining the benefits of the Release and Control processes so that resources can be properly planned and changes documented, assessed and implemented.
- C.** You need to explain the various categories of changes to the business managers and allow them to submit standard pre-approved changes directly to the developers / programmers as most requests for functionalities are minor in nature.

A. Incorrect.

B. Correct. You need to sell the benefits of the process.

C. Incorrect.

8 of 20

Financial Management for IT Services wants to reduce the Total Cost of Ownership for client machines in the organization.

Which information does Financial Management for IT Services need from Configuration Management?

- A.** Asset Management information regarding the desktop PC's, laptops and software
- B.** Configuration Management information regarding all hardware
- C.** Configuration Management information regarding all hardware and software

A. Incorrect.

B. Incorrect.

C. Correct. C gives information about the assets and the use of these assets (relationships) in an operational environment.

A only informs about the purchase prices of hardware and software, but does not give information on costs for operating, support and maintenance.

B does not include the software information.

Ref. 7.6.2

9 of 20

License management is part of the Release and Control processes.

Which process has to verify the software with the accompanying licenses?

- A.** Change Management
- B.** Configuration Management
- C.** Release Management

A. Incorrect.

B. Correct. Configuration Management should verify that secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance are lodged within the CMDB or DSL.

Ref. 7.6.3

C. Incorrect.

10 of 20

Each CI must be given a unique identification code. This code identifies the CI in the CMDB and is also the code that is physically affixed to the CI by means of a label. You decide to use the following coding for the PCs: WS-UT1-XXX, where UT1 stands for the Utrecht branch, 1st floor, and XXX is a three-digit serial number.

Is this a correct naming convention?

- A.** No
- B.** Yes, by including the branch and floor in the code, in the case of failure it can be seen straight away where the problem is located.
- C.** Yes, in view of the limited growth of the branches, a three-digit serial number is more than adequate.

A. Correct. An identification code must contain as little implicit information as possible. This code is full of it (type, branch, floor). The best thing is to simply give a serial number (e.g. a barcode). All the relevant information can be looked up in the CMDB. Information that can change quickly is certainly not allowed (e.g. the location data). It is not likely that the CI type will change (e.g. WSXXXX) and such a code is therefore acceptable.

Ref. 7.6.2

B. Incorrect.

C. Incorrect.

11 of 20

You want to be able to display the entire life cycle of a CI, from order to deletion, by giving it a status.

Which is a correct way to do this?

- A.** ORDERED, STOCK, TEST, LIVE, REPAIR, ARCHIVED, DELETED
- B.** ORDERED, STOCK, TEST, PRODUCTION, OUT OF ORDER, ARCHIVED, DELETED
- C.** RFC, STOCK, TEST, LIVE, OUT OF ORDER, ARCHIVED, DELETED

A. Correct. With the statuses mentioned, the life cycle of a CI can be followed perfectly well. For software developed in-house, sometimes the statuses BUILD, TEST and/or ACCEPTANCE are added. You could consider whether such phases of a project are desirable as a status.

Ref. 7.6.4

B. Incorrect.

C. Incorrect.

12 of 20

What serves as input for the design, build and configuration of a release?

- A.** Accepted releases after successful testing
- B.** Release assembly instructions
- C.** Release definition and release plans

A. Incorrect.

B. Incorrect.

C. Correct. B is an output product of design, build and configuration. Test and acceptance of a release takes place after design, build, configuration, distribution and implementation in the test environment.

Ref. 9.6.2

13 of 20

New software is implemented in a distributed environment. One of the objectives is to ensure the option of fast back-out from changes across the network.

What needs to be in place to ensure this fast back-out?

- A.** Limited software installation on workstations
- B.** The possibility to freeze failing applications
- C.** Single user sign-on to all systems

A. Incorrect.

B. Correct. When freezing failing applications, distribution and implementation can be interrupted and the original situation can be restored as soon as possible. A and C are other objectives for distributed releases.

Ref. Annex 9B

C. Incorrect.

14 of 20

The CMDB is updated and referred to throughout the Release Management process.

Should the definition of planned releases be recorded in the CMDB?

- A.** No, because the definition of planned releases is not a CI.
- B.** No, because the definition of planned releases is not yet an update of the information in the CMDB.
- C.** Yes, because the definition of planned releases is the basis for the design, build and configuration of the release.

A. Incorrect.

B. Incorrect.

C. Correct. The definition of planned releases is input for the design, build and configure and it is therefore part of the documentation of the release.

Ref. 9.3.8

15 of 20

What does the Definitive Hardware Store (DHS) contain?

- A.** Hardware spare parts for maintaining the systems
- B.** Hardware spares to be used for additional systems or for the recovery of major incidents
- C.** Information about hardware to roll-out as part of a release

A. Incorrect.

B. Correct. Hardware spares are spare components and assemblies that are maintained at the same level as the comparative systems within the live environment.

A and C refer to part of the total of hardware spares.

Ref. 9.3.7

C. Incorrect.

16 of 20

The general IT Manager has noticed that staff are spending a lot of time reviewing changes.

What is a purpose of change reviews?

- A.** To establish that all changes have been assessed and prioritized
- B.** To establish that the change was implemented on time and for the specified costs
- C.** To establish that the Forward Schedule of Changes (FSC) has been produced and distributed on time

- A. Incorrect.
- B. Correct. Ref. 8.5.12
- C. Incorrect.

17 of 20

What is an activity when reviewing a roll-out plan?

- A.** Check if the roll-out plan requires any adjustment of the organization's release policy.
- B.** Check if the roll-out plan fits in with established Service Management and Support procedures.
- C.** Check if the roll-out plan has been authorized by the change requester.

- A. Incorrect.
- B. Correct. In A, the organization's release policy determines the roll-out planning possibilities, not the other way around.
- Option C. The change requester is involved in the CAB meeting when assessing the RFC, in testing the change and in acceptance of the implemented change. Authorization for implementing the release to the live environment is granted in the CAB meeting when scheduling changes.
Ref. Annex 9A, 9.6.3, 9.6.4
- C. Incorrect.

18 of 20

The Change Management staff is swamped with mail messages from change builders, testers and other staff reporting the status or progress of specific changes.

How can this be prevented?

- A.** Ask change builders, testers and other staff to hold back until the change is ready for implementation
- B.** Allocate more Change Management staff
- C.** Authorize change builders, testers and other staff to add information to change records

A. Incorrect.

B. Incorrect.

C. Correct. The tool should enable Change Management staff, change builders, testers and other staff to add information to change records.

Ref. 8.8

19 of 20

A car manufacturer has a number of branches worldwide. The management wants to use Voice Over IP to reduce costs. The IT Service Organization is asked to provide this new service.

What are the consequences for the Change, Release and Configuration Management procedures?

- A.** Adjustment of the Change Management plan
- B.** An extension of the CMDB
- C.** None, just another service to manage

A. Correct. The release policy (as part of the Change Management plan) has to be extended when an organization adopts a new technical infrastructure. New procedures for Release Management are expected.

Ref. 5.1

B. Incorrect.

C. Incorrect.

20 of 20

The Service Manager has issued an audit for compliance with all Service Support processes next month.

Which item should be included in the examination?

- A.** CAB minutes
- B.** Change model
- C.** RFC form

A. Correct. The audit should include an examination of the following items: randomly selected RFCs, change records, CAB minutes, Forward Schedule of Changes (FSC) and records of implemented changes.

Ref. 8.7.1

B. Incorrect.

C. Incorrect.

The evaluation

The table below shows the correct answers to the questions in this sample examination.

| number | answer | points | number | answer | points |
|---------------|---------------|---------------|---------------|---------------|---------------|
| 1 | C | 1 | 11 | A | 1 |
| 2 | A | 1 | 12 | C | 1 |
| 3 | B | 1 | 13 | B | 1 |
| 4 | A | 1 | 14 | C | 1 |
| 5 | B | 1 | 15 | B | 1 |
| 6 | A | 1 | 16 | B | 1 |
| 7 | B | 1 | 17 | B | 1 |
| 8 | C | 1 | 18 | C | 1 |
| 9 | B | 1 | 19 | A | 1 |
| 10 | A | 1 | 20 | A | 1 |