|  |  |  |  |
| --- | --- | --- | --- |
| Module Code | DWD 501-V1 | Module Title | DWD 501-V1 CI/CD |
| Student ID | 3201807 | Name | Jack Bradley-Coombes |

**CI/CD Activity**

**Instructions**

In this activity you are going to write how you can utilize the CI (Continuous Integration) and CD (Continuous Delivery) processes to improve the service management in the given case study bellow 100/150 words

The ABC company requires Continuous Integration, and Continuous Delivery Processes, to improve their service management integration, and service delivery, due to staff management requests not being answered on time. The IT team can use Continuous Integration when developing to reduce errors and increase efficiency, and result in better software quality. By using Continuous Delivery, they can test the software in a production similar environment, with the goal of preventing postproduction surprises. By running tests like load time tests, integration tests, and UI tests, bugs can be found in the system before full release, preventing future issues. These two methods will reduce bugs and increase production speeds in the release product, fixing problems many bugs like tickets not being received, and removing issues like updates not being released intime to protect from a new computer worm.