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## Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q20-Q25):

### NEW QUESTION # 20

A service provider is reviewing its release management practice. It has been found that most releases meet their objectives and are delivered on time. However, teams and organizations using the service provider's services are complaining that sometimes software updates interrupt their work during peak business hours.

What should the service provider do to improve the release management practice by applying the 'collaborate and promote visibility' guiding principle?

- A. Optimize the practice for the value streams
- **B. Ensure an excellent user experience**
- C. Review the effectiveness of release models
- D. Do not overcomplicate the practice

**Answer: B**

Explanation:

The 'collaborate and promote visibility' guiding principle in ITIL 4 emphasizes working with stakeholders to ensure transparency and alignment with their needs. The ITIL 4 Practitioner: Release Management document advises: "Applying the 'collaborate and promote visibility' principle involves working closely with stakeholders, such as service consumers, to understand their needs and ensure releases do not disrupt their operations, thereby ensuring an excellent user experience" (Section 5.1).

\* The issue is that updates interrupt work during peak hours, indicating a lack of collaboration with users to understand their schedules and needs.

\* Option A (Ensure an excellent user experience) directly addresses this by implying collaboration with users to schedule releases at non-disruptive times, aligning with the principle.

\* Option B (Review the effectiveness of release models) is an internal activity and doesn't directly involve collaboration with stakeholders.

\* Option C (Optimize the practice for the value streams) focuses on value stream efficiency but doesn't specifically address user collaboration.

\* Option D (Do not overcomplicate the practice) is unrelated to the collaboration principle.

The correct answer is A, as ensuring an excellent user experience through collaboration directly applies the principle to address the issue.

### NEW QUESTION # 21

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. The percentage of releases that do not result in incidents**
- C. Alignment of release management procedures between the organization and its suppliers
- D. The satisfaction rating given by service consumers of individual releases

**Answer: B**

Explanation:

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.

### NEW QUESTION # 22

An organization manually checks that releases of new or changed products/services have been successfully completed. Which tools should be used to automate this process?

- A. Enterprise architecture tools
- **B. Monitoring and event management tools**
- C. Workflow management and collaboration tools
- D. Analysis and reporting tools

**Answer: B**

Explanation:

Automating the verification of release success involves tracking the performance and stability of the released services. The ITIL 4 Practitioner: Release Management document notes: "Monitoring and event management tools can automate the verification of release success by tracking system performance and detecting anomalies post-release, ensuring the release meets its objectives" (Section 4.2).

\* Option A (Monitoring and event management tools) is correct, as these tools can automatically check system health and performance after a release, replacing manual checks.

\* Option B (Workflow management and collaboration tools) focuses on process coordination, not post-release verification.

\* Option C (Enterprise architecture tools) is used for dependency mapping, not release verification.

\* Option D (Analysis and reporting tools) provides retrospective insights but doesn't automate real-time verification.

The correct answer is A, as monitoring tools are best suited for automating release verification.

### NEW QUESTION # 23

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

**Answer: D**

Explanation:

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.

### NEW QUESTION # 24

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 that new service features are available to users to mitigate the service provider's risks.
- 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 the quick use of improved services after new service features have been made available.**
- D. The release management practice will ensure that new service features are available to the service operations team to

reduce business losses.

**Answer: C**

## NEW QUESTION # 25

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