

# Question ITIL-4-Practitioner-Release-Management Explanations & ITIL-4-Practitioner-Release-Management Valid Test Topics



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## Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

## Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q12-Q17):

### NEW QUESTION # 12

Which activity of the 'release model development and improvement' process is used to standardize the preparation of release instances?

- A. Product architecture and service relationship analysis
- B. Release execution
- C. Release model review and development**
- D. Release management approach review and development

### Answer: C

Explanation:

The release model development and improvement process aims to create and refine standardized models for releases. The ITIL 4 Practitioner: Release Management document explains: "Release model review and development involves defining and standardizing the structure, contents, and schedule of releases to ensure consistency in the preparation of release instances" (Section 3.2.2).

\* Option A (Release management approach review and development) focuses on the overall practice approach, not specifically the preparation of release instances.

\* Option B (Release model review and development) directly addresses standardizing the preparation of release instances by defining repeatable models.

\* Option C (Product architecture and service relationship analysis) is a supporting activity to understand dependencies, not to standardize release preparation.

\* Option D (Release execution) is the process of deploying a release, not developing or standardizing models.

The correct answer is B, as it directly relates to standardizing release preparation through model development.

### NEW QUESTION # 13

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 the service operations team to enable them to perform tests.
- B. The release management practice will ensure that new service features are available to the service operations team to reduce business losses.
- 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 users to mitigate the service provider's risks.

### Answer: C

#### Explanation:

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.

#### NEW QUESTION # 14

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 the service operations team to enable them to perform tests.
- B. The release management practice will ensure that new service features are available to the service operations team to reduce business losses.
- 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 users to mitigate the service provider's risks.

#### Answer: C

#### NEW QUESTION # 15

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

#### Answer: D

#### 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 # 16

Which is a key input to the release planning and coordination process?

- A. Documented findings on the success of a release
- B. **Details about the users who will be affected**
- C. Updates to the continual improvement register
- D. Notifications to stakeholders about the release status

### Answer: B

Explanation:

The release planning and coordination process in ITIL 4 Release Management requires inputs to ensure effective planning and execution of releases. The ITIL 4 Practitioner: Release Management document specifies: "Key inputs to release planning and coordination include details about the users who will be affected, as this helps in scheduling and communicating the release to minimize disruption" (Section 3.2.1).

- \* Option A (Documented findings on the success of a release) is an output of a release evaluation, not an input to planning.
- \* Option B (Updates to the continual improvement register) may inform long-term improvements but isn't a direct input to planning a specific release.
- \* Option C (Details about the users who will be affected) is a critical input, as understanding the user base helps tailor the release schedule, communication, and impact mitigation strategies.
- \* Option D (Notifications to stakeholders about the release status) is an output of the release process, not an input to planning.

The correct answer is C, as user details are essential for effective release planning and coordination.

## NEW QUESTION # 17

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The memory needs clues, but also the effective information is connected to systematic study, in order to deepen the learner's impression, avoid the quick forgetting. Therefore, we can see that in the actual ITIL-4-Practitioner-Release-Management exam questions, how the arrangement plays a crucial role in the teaching effect. The ITIL-4-Practitioner-Release-Management Study Guide in order to allow the user to form a complete system of knowledge structure, the qualification ITIL-4-Practitioner-Release-Management examination of test interpretation and supporting course practice organic reasonable arrangement together.

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