

ITIL-4-Practitioner-Release-Management Test Fee | ITIL-4-Practitioner-Release-Management Certificate Exam



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

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

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Our ITIL-4-Practitioner-Release-Management exam questions are based on the actual situation to stimulate exam circumstance in order to provide you a high-quality and high-efficiency user experience. In addition, the ITIL-4-Practitioner-Release-Management exam guide function as a time-counter, and you can set fixed time to fulfill your task, so that promote your efficiency in real test. The key strong-point of our ITIL-4-Practitioner-Release-Management Test Guide is that we impart more important knowledge with fewer questions and answers, with those easily understandable ITIL-4-Practitioner-Release-Management study braindumps, you will find more interests in them and experience an easy learning process.

Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q18-Q23):

NEW QUESTION # 18

What is a description of a release?

- A. The repeated building and testing of code leading to deployment
- B. All updated service versions that are mandatory for users
- C. The guidelines for collating two or more changes
- **D. A set of new service features that will benefit users**

Answer: D

Explanation:

In ITIL 4, a release is defined as the output of the release management practice that is made available to users.

The ITIL 4 Practitioner: Release Management document states: "A release is a version of a service or a set of service components that is made available for use. It often includes new or changed features that deliver value to users" (Section 2.2).

* Option A (A set of new service features that will benefit users) aligns with the definition, as a release typically includes new or changed features intended to provide value to users.

* Option B (The repeated building and testing of code) describes a development process (e.g., continuous integration), not the release itself.

* Option C (All updated service versions that are mandatory for users) is incorrect because releases are not always mandatory; ITIL 4 allows for push or pull approaches.

* Option D (Guidelines for collating changes) describes a process or policy, not the release itself.

The correct description of a release is a set of features or components made available for use, making A the correct answer.

NEW QUESTION # 19

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

Answer: B

Explanation:

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.

NEW QUESTION # 20

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 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 the service operations team to enable them to perform tests.

Answer: C

NEW QUESTION # 21

A release manager has noticed that the organization has many standardized services provided to international organizations. Which aspect of release management will this situation directly affect?

- A. Continuous delivery
- **B. The release models**
- C. Continuous integration
- D. The release plans

Answer: B

Explanation:

Standardized services provided to international organizations imply a need for consistency and scalability in how releases are managed across diverse contexts. The ITIL 4 Practitioner: Release Management document explains that release models are used to standardize the approach to releases: "Release models define the structure, contents, and schedule of releases... They ensure consistent and repeatable processes, which is particularly important for organizations with standardized services" (Section 3.2.2).

* Option A (The release plans) refers to specific plans for individual releases, which may be affected indirectly but are not the primary aspect impacted by standardization needs.

* Option B (Continuous integration) and Option C (Continuous delivery) are development practices that may interact with release management but are not directly affected by the need for standardization across international services.

* Option D (The release models) is directly affected, as standardized services require well-defined release models to ensure consistency, repeatability, and scalability across international contexts.

The situation directly impacts the design and application of release models to accommodate standardized services globally. Thus, the correct answer is D.

NEW QUESTION # 22

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

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

Answer: B

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 # 23

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