

# ITIL-4-Practitioner-Release-Management Relevant Questions | ITIL-4-Practitioner-Release-Management Reliable Test Dumps



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

Topic	Details
Topic 1	<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 2	<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 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 (Q17-Q22):

### NEW QUESTION # 17

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 # 18

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

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

**Answer: A**

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 # 19

A retail organization is hiring a new release manager. The vacancy description indicates that successful candidates should have good knowledge of technologies and platforms used by the organization, good knowledge of ITIL and DevOps, and experience in retail. What other skill is important to the release management role?

- **A. Project planning and coordination**
- B. Technical expertise
- C. Knowledge of service management frameworks
- D. Understanding of the organization's business

**Answer: A**

Explanation:

The release management role in ITIL 4 requires a range of competencies to ensure effective coordination and execution of releases. The ITIL 4 Practitioner: Release Management document states: "A release manager must have strong project planning and coordination skills to manage the scheduling, communication, and execution of releases, ensuring alignment with organizational goals and minimal disruption"(Section 3.3).

\* Option A (Knowledge of service management frameworks) is already covered by the requirement of ITIL knowledge in the vacancy description, so it's not an additional skill.

\* Option B (Project planning and coordination) is a critical skill for release managers, as they need to orchestrate complex release activities, manage timelines, and coordinate with stakeholders, which isn't explicitly covered by the listed requirements.

\* Option C (Technical expertise) is implied by the requirement for knowledge of technologies and platforms, so it's not an additional skill.

\* Option D (Understanding of the organization's business) is important but less specific to release management compared to project planning, and the retail experience requirement already covers business context.

The correct answer is B, as project planning and coordination is a key additional skill for effective release management.

### NEW QUESTION # 20

A service owner is initiating the release planning and coordination process for a complex project. What is an example of the FIRST activity that the service owner should undertake in this instance?

- **A. Select a release model that fits with the types of changes to be included in the release**
- B. Ensure that the release procedures are appropriate for the particular release under consideration
- C. Check that an automated notification has been sent to stakeholders
- D. Test the service components and take remedial action as necessary

**Answer: A**

Explanation:

The release planning and coordination process begins with defining the approach for the release. The ITIL 4 Practitioner: Release Management document states: "The first step in release planning and coordination is to select an appropriate release model that fits the types of changes to be included in the release. This ensures that the release approach aligns with the nature and complexity of the changes"(Section 3.2.1).

\* Option A (Test the service components) is part of the release execution or testing phase, not the first step in planning.

\* Option B (Ensure that the release procedures are appropriate) is a subsequent step after selecting the model, to confirm procedural alignment.

\* Option C (Select a release model) is the first activity, as it sets the foundation for how the release will be structured and managed, especially for a complex project.

\* Option D (Check that an automated notification has been sent) occurs later, during the communication phase of the release

process.

The correct answer is C, as selecting the release model is the initial step in release planning.

### NEW QUESTION # 21

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

**Answer: D**

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 fulfilment 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 # 22

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