

# ITIL-4-Practitioner-Release-Management Detail Explanation, Test ITIL-4-Practitioner-Release-Management Topics Pdf



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## Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q19-Q24):

### NEW QUESTION # 19

A large organization is adjusting its IT organizational structure to optimize for faster, more collaborative, and less bureaucratic working practices. There is a significant number of changes and related releases that are handled by the product and project teams. What is the BEST way for the organization to position release management in the new organizational structure?

- A. Delegate most release management responsibilities to product and project teams but appoint a release manager to coordinate and coach the teams
- B. Delegate all release management responsibilities to product and project teams
- C. Establish a centralized release management team to manage all releases
- D. Appoint a release manager in every product team to coordinate and coach the team members

**Answer: A**

Explanation:

In a collaborative, less bureaucratic structure, release management needs to balance decentralization with oversight to ensure consistency and alignment. The ITIL 4 Practitioner: Release Management document advises: "In organizations adopting collaborative practices, release management responsibilities can be delegated to product and project teams to enable faster decision-making, but a release manager should be appointed to coordinate and coach the teams, ensuring consistency and adherence to standards" (Section 3.3.2).

\* Option A (Centralized team) contradicts the goal of reducing bureaucracy and enabling faster, collaborative practices.

\* Option B (Delegate all responsibilities) risks inconsistency and lack of oversight, which can lead to uncoordinated releases.

\* Option C (Delegate most responsibilities but appoint a release manager to coordinate and coach) balances decentralization with oversight, aligning with the goal of faster, collaborative practices while maintaining consistency.

\* Option D (Appoint a release manager in every team) is overly resource-intensive and may lead to fragmented approaches across teams.

The correct answer is C, as it best supports the new organizational structure while ensuring effective release management.

### NEW QUESTION # 20

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. Ensure that required updates are included in the release of the new services
- B. Include release of the required updates in the request fulfilment activities
- C. Include release of the required updates in the incident resolution 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 # 21

An organization has a dedicated release management team that is effective in managing releases, but this team has very poor coordination with the change enablement team. What capability level of release management does this indicate?

- A. Level 4
- B. Level 1

- C. Level 2
- D. Level 3

**Answer: C**

Explanation:

The ITIL capability model evaluates not only the effectiveness of a practice but also its integration with other practices. The ITIL 4 Practitioner: Release Management document states: "Level 2 (Managed) indicates that the practice is effective in its own scope but may lack integration with other practices. Level 3 (Defined) requires standardized processes and effective coordination with related practices like change enablement" (Section 5.2).

\* The scenario shows that the release management team is effective (meeting Level 2), but poor coordination with the change enablement team indicates a lack of integration.

\* Level 1 (Ad-hoc) would mean no consistent process, which isn't the case here since the team is effective.

\* Level 3 requires integration and standardization across practices, which is not met due to poor coordination.

\* Level 4 is even more advanced, requiring quantitative management, which isn't applicable.

The capability level is B (Level 2), as the practice is effective but lacks the integration needed for Level

3.

### NEW QUESTION # 22

An organization's project and operational teams are concerned that individual releases involve some unnecessary activities and are missing some important activities. What is the BEST action for the organization to take to improve this situation?

- A. Review current release models, create additional models where appropriate, and automate where possible
- B. Ensure that release management key metrics are integrated with metrics relating to deployment management and change enablement
- C. Introduce proactive communication channels for the service provider to make release management processes more efficient
- D. Automate the release management activities together with development activities

**Answer: A**

Explanation:

The concern about unnecessary and missing activities in releases points to issues with the release models being used. The ITIL 4 Practitioner: Release Management document advises: "To address inefficiencies in release processes, such as unnecessary or missing activities, organizations should review current release models, create additional models where appropriate to address gaps, and automate repetitive tasks to improve efficiency" (Section 3.2.2).

\* Option A (Introduce proactive communication channels) improves stakeholder engagement but doesn't directly address the issue of unnecessary or missing activities.

\* Option B (Review current release models, create additional models, and automate) directly tackles the problem by refining the release models to eliminate unnecessary activities, add missing ones, and enhance efficiency through automation.

\* Option C (Integrate metrics with deployment and change enablement) focuses on performance measurement, not process improvement.

\* Option D (Automate with development activities) addresses automation but doesn't specifically tackle the issue of refining release activities.

The correct answer is B, as it directly addresses the root cause by improving release models.

### NEW QUESTION # 23

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. Understanding of the organization's business
- D. Knowledge of service management frameworks

**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 # 24

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