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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q21-Q26):

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

Answer: B

Explanation:
This scenario involves using technology to improve incident resolution by addressing overdue updates. The ITIL 4 Practitioner:
Release Managementdocument 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
A service provider is conducting a capability assessment of the release management practice. It has been found that although the practice's performance is regularly reported and reviewed, most recommendations based on the reports are never implemented. What is the MAXIMUM capability level that could be given to the release management practice?

- A. Level 5
- B. Level 4
- C. Level 3
- D. Level 2

Answer: D

Explanation:
The ITIL capability model assesses practices based on their maturity and ability to improve. TheITIL 4 Practitioner: Release Managementdocument outlines the capability levels:"Level 2 (Managed) indicates that the practice is planned and tracked, with performance regularly reported. Level 3 (Defined) requires standardized processes and the ability to improve based on feedback. If recommendations from performance reviews are not implemented, the practice cannot achieve Level 3"(Section 5.2).
* The scenario indicates that performance is reported and reviewed (meeting Level 2 requirements), but recommendations are not implemented, meaning there's no improvement or standardization beyond basic management.
* Level 3 requires consistent improvement and standardization, which is not met due to the lack of implementation.
* Levels 4 (Quantitatively Managed) and 5 (Optimizing) require even higher maturity, including data- driven improvements and continuous optimization, which are not applicable here.
The maximum capability level is A (Level 2), as the practice is managed but not improving.

NEW QUESTION # 23
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. Analysis and reporting tools
- B. Workflow management and collaboration tools
- C. Monitoring and event management tools
- D. Enterprise architecture tools

Answer: C

Explanation:
Automating the verification of release success involves tracking the performance and stability of the released services. TheITIL 4
Practitioner: Release Managementdocument 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 # 24

What is a description of a release?

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

Answer: B

Explanation:
In ITIL 4, a release is defined as the output of the release management practice that is made available to users.
TheITIL 4 Practitioner: Release Managementdocument 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 # 25

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 reduce business losses.
- B. The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.
- C. The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.
- D. The release management practice will ensure the quick use of improved services after new service features have been made available.

Answer: D

NEW QUESTION # 26

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