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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q11-Q16):

NEW QUESTION # 11

What is a description of a release?

- A. The guidelines for collating two or more changes
- B. The repeated building and testing of code leading to deployment
- C. All updated service versions that are mandatory for users
- 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 # 12

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

Answer: C

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 # 13

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

- A. Notifications to stakeholders about the release status
- B. Updates to the continual improvement register

- C. Details about the users who will be affected
- D. Documented findings on the success of a release

Answer: C

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 # 14

A release manager is considering the involvement of third parties in the release management practice. Which release management activity is likely to have a dependency on third parties?

- A. Verifying a release according to the release plan
- B. Performing a release according to an agreed model
- C. Identifying an applicable model for a release instance
- D. Release management alignment with other practices

Answer: B

Explanation:

Third parties, such as suppliers or vendors, often play a role in the execution of releases, especially when they provide components or services involved in the release. The ITIL 4 Practitioner: Release Management document states: "Performing a release according to an agreed model often involves dependencies on third parties, such as suppliers providing software updates, infrastructure, or support services, which need to be integrated during the release execution" (Section 3.4).

- * Option A (Release management alignment with other practices) is an internal coordination activity, less likely to directly involve third parties.
- * Option B (Identifying an applicable model) is a planning activity typically handled internally by the release manager.
- * Option C (Performing a release according to an agreed model) directly involves executing the release, which often requires third-party components or services, creating a dependency.
- * Option D (Verifying a release) may involve third-party tools but is less dependent on their active participation compared to execution.

The correct answer is C, as performing the release is the activity most likely to depend on third parties.

NEW QUESTION # 15

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

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

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 # 16

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