

# Updated New ITIL-4-Practitioner-Release-Management Test Questions–100% High Hit Rate Reliable ITIL 4 Practitioner: Release Management Exam Exam Topics



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## New ITIL-4-Practitioner-Release-Management Test Questions - High-Efficient Reliable ITIL-4-Practitioner-Release-Management Exam Topics and Correct ITIL 4 Practitioner: Release Management Exam Actual Test Answers

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## Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q13-Q18):

### NEW QUESTION # 13

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 incident resolution activities
- D. Include release of the required updates in the request fulfilment activities

**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 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 # 14

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 enable them to perform tests.
- 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 reduce business losses.

**Answer: C**

### NEW QUESTION # 15

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

**Answer: C**

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 # 16

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

### Answer: D

Explanation:

The concern about unnecessary and missing activities in releases points to issues with the release models being used. TheITIL 4 Practitioner: Release Managementdocument 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 engagementbut 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 # 17

What automation tools should be used to help a release manager understand how the organization's services are related to one another?

- A. Work planning and prioritization tools
- B. Analysis and reporting tools
- C. Monitoring and event management tools
- D. **Enterprise architecture tools**

### Answer: D

Explanation:

Understanding service relationships is critical for effective release management, especially to assess the impact of releases. TheITIL 4 Practitioner: Release Managementdocument states:"Enterprise architecture tools help release managers understand the relationships between services, applications, and infrastructure, enabling better impact analysis and dependency mapping for releases"(Section 4.2).

\* Option A (Analysis and reporting tools) focuses on performance metrics, not service relationships.

\* Option B (Work planning and prioritization tools) aids in scheduling, not understanding service dependencies.

\* Option C (Monitoring and event management tools) is used for real-time performance tracking, not structural relationships.

\* Option D (Enterprise architecture tools) is the correct choice, as these tools map out service relationships and dependencies,

helping the release manager plan releases effectively.

The correct answer is D, as enterprise architecture tools are designed for this purpose.

## NEW QUESTION # 18

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