

# ITIL-4-Practitioner-Release-Management Download Fee - Exam ITIL-4-Practitioner-Release-Management Quick Prep



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

Topic	Details
Topic 1	<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>
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>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>

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### Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q10-Q15):

#### NEW QUESTION # 10

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. The ITIL 4 Practitioner: Release Management document 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 # 11

What is a description of a release?

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

#### Answer: A

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 service provider is receiving poor feedback from customers about releases of updates to a software product.

A review has shown that releases are often delayed or have to be repeated due to a lack of information about their impact on business processes and on other IT systems. The service provider is reviewing the value streams involving the software releases. Which step of the value stream analysis should the service provider use to understand the required information and dependencies?

- A. Identifying the workflow steps
- **B. Reflecting on the 'as is' value stream map**
- C. Creating a 'to be' value stream map
- D. Identifying the scope of the value stream analysis

#### Answer: B

Explanation:

Value stream analysis in ITIL 4 helps identify inefficiencies and dependencies in processes like release management. The ITIL 4 Practitioner: Release Management document notes: "Reflecting on the 'as is' value stream map allows organizations to understand the current state, including dependencies and impacts on business processes and IT systems, which can reveal gaps in information that lead to delays or failures" (Section 4.3).

\* Option A (Creating a 'to be' value stream map) focuses on designing the future state, which comes after understanding the current state.

\* Option B (Reflecting on the 'as is' value stream map) is the correct step to understand current impacts and dependencies, identifying the root cause of delays and repeats.

\* Option C (Identifying the scope of the value stream analysis) is an initial step but doesn't directly address understanding impacts.

\* Option D (Identifying the workflow steps) is part of mapping but doesn't emphasize reflection on impacts and dependencies.

The correct answer is B, as reflecting on the current value stream map helps uncover the missing information about impacts.

### NEW QUESTION # 13

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. Identifying an applicable model for a release instance
- **C. Performing a release according to an agreed model**
- D. Verifying a release according to the release plan

#### 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 # 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 the service operations team to enable them to perform tests.
- 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 reduce business losses.
- D. The release management practice will ensure the quick use of improved services after new service features have been made available.

**Answer: D**

**Explanation:**

The purpose of the release management practice in ITIL 4 is to make new and changed services and features available for use by ensuring a controlled and efficient release process. According to the ITIL 4 Practitioner: Release Management document, the purpose is defined as: "The purpose of the release management practice is to make new and changed services and features available for use" (Section 2.1). This focuses on delivering value to service consumers by enabling them to use improved or new services quickly and effectively.

\* Option A focuses on the service operations team performing tests, which is part of the release process but not the primary value perceived by service consumers.

\* Option B mentions reducing business losses for the operations team, which is an internal benefit, not a direct value for consumers.

\* Option C aligns directly with the purpose: "the quick use of improved services after new service features have been made available" reflects the consumer-facing value of release management- ensuring they can benefit from new or improved services promptly.

\* Option D focuses on mitigating the service provider's risks, which is a provider-centric benefit, not a consumer-focused value statement.

Thus, the correct answer is C, as it directly addresses the value to service consumers by emphasizing the availability and usability of improved services, aligning with the ITIL 4 definition of release management's purpose.

**NEW QUESTION # 15**

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