

ITIL-4-Practitioner-Release-Management Reliable Exam Answers | Relevant ITIL-4-Practitioner-Release-Management Questions



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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

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. Product architecture and service relationship analysis
- D. **Release model review and development**

Answer: D

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 # 21

What is MOST LIKELY to affect how significantly an organization's release management activities are dependent on partners and suppliers?

- A. The maturity of the release management practice
- B. The amount of automation in the release management practice
- C. The knowledge level of the organization's users
- D. **The source of the organization's products and technology solutions**

Answer: D

Explanation:

The dependency on partners and suppliers in release management is influenced by the extent to which an organization relies on external products or services. The ITIL 4 Practitioner: Release Management document explains: "The source of the organization's products and technology solutions significantly affects the dependency on partners and suppliers, as reliance on external software, hardware, or services increases the need for coordination during releases" (Section 3.4).

- * Option A (The knowledge level of users) impacts user adoption but not the dependency on suppliers for release activities.
- * Option B (The maturity of the practice) affects internal efficiency, not the structural dependency on external parties.
- * Option C (The amount of automation) influences how releases are executed but doesn't determine the dependency on suppliers.
- * Option D (The source of products and technology solutions) directly determines how much the organization relies on external parties, affecting release management dependency.

The correct answer is D, as the source of technology solutions most significantly impacts supplier dependency.

NEW QUESTION # 22

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 3
- B. **Level 2**
- C. Level 1
- D. Level 4

Answer: B

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 # 23

A service provider is reviewing its release management practice. It has been found that most releases meet their objectives and are delivered on time. However, teams and organizations using the service provider's services are complaining that sometimes software updates interrupt their work during peak business hours.

What should the service provider do to improve the release management practice by applying the 'collaborate and promote visibility' guiding principle?

- A. Optimize the practice for the value streams
- B. Ensure an excellent user experience
- C. Review the effectiveness of release models
- D. Do not overcomplicate the practice

Answer: B

Explanation:

The 'collaborate and promote visibility' guiding principle in ITIL 4 emphasizes working with stakeholders to ensure transparency and alignment with their needs. The ITIL 4 Practitioner: Release Management document advises: "Applying the 'collaborate and promote visibility' principle involves working closely with stakeholders, such as service consumers, to understand their needs and ensure releases do not disrupt their operations, thereby ensuring an excellent user experience" (Section 5.1).

- * The issue is that updates interrupt work during peak hours, indicating a lack of collaboration with users to understand their schedules and needs.
- * Option A (Ensure an excellent user experience) directly addresses this by implying collaboration with users to schedule releases at non-disruptive times, aligning with the principle.
- * Option B (Review the effectiveness of release models) is an internal activity and doesn't directly involve collaboration with stakeholders.
- * Option C (Optimize the practice for the value streams) focuses on value stream efficiency but doesn't specifically address user collaboration.
- * Option D (Do not overcomplicate the practice) is unrelated to the collaboration principle.

The correct answer is A, as ensuring an excellent user experience through collaboration directly applies the principle to address the issue.

NEW QUESTION # 24

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

Answer: C

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 # 25

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