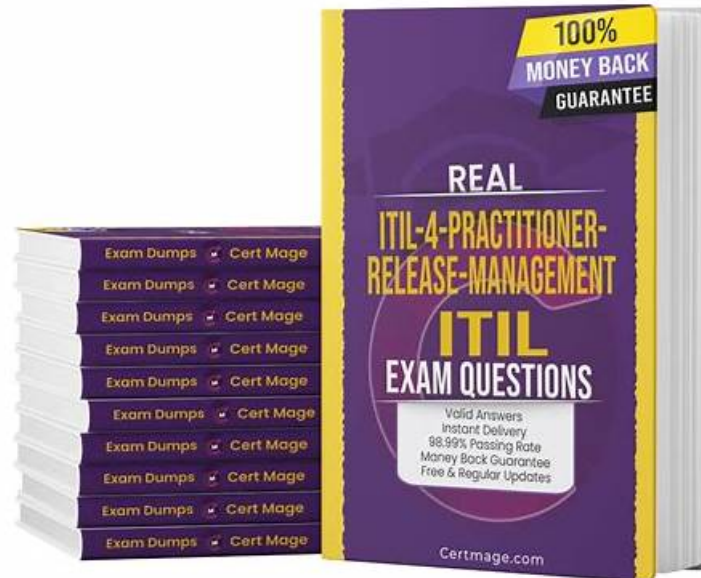


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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample

Questions (Q19-Q24):

NEW QUESTION # 19

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. Verifying a release according to the release plan
- **D. Performing a release according to an agreed model**

Answer: D

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 # 20

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 the quick use of improved services after new service features have been made available.**
- 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 that new service features are available to users to mitigate the service provider's risks.

Answer: B

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 # 21

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

Answer: C

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 # 22

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

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

Answer: B

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 # 23

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. The guidelines for collating two or more changes
- D. All updated service versions that are mandatory for users

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 # 24

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