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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q14-Q19):

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 the quick use of improved services after new service features have been made available.
- B. The release management practice will ensure that new service features are available to the service operations team to reduce business losses.
- C. The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.
- D. The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.

Answer: A

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

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

- A. Details about the users who will be affected
- B. Documented findings on the success of a release
- C. Notifications to stakeholders about the release status
- D. Updates to the continual improvement register

Answer: A

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 # 16

What is a description of a release?

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

- D. The guidelines for collating two or more changes

Answer: C

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 # 17

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 # 18

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 4
- D. Level 1

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 # 19

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