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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q15-Q20):

NEW QUESTION # 15

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. Do not overcomplicate the practice
- C. Review the effectiveness of release models
- **D. Ensure an excellent user experience**

Answer: D

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 # 16

A large organization is adjusting its IT organizational structure to optimize for faster, more collaborative, and less bureaucratic working practices. There is a significant number of changes and related releases that are handled by the product and project teams. What is the BEST way for the organization to position release management in the new organizational structure?

- **A. Delegate most release management responsibilities to product and project teams but appoint a release manager to coordinate and coach the teams**
- B. Appoint a release manager in every product team to coordinate and coach the team members
- C. Establish a centralized release management team to manage all releases
- D. Delegate all release management responsibilities to product and project teams

Answer: A

Explanation:

In a collaborative, less bureaucratic structure, release management needs to balance decentralization with oversight to ensure consistency and alignment. The ITIL 4 Practitioner: Release Management document advises: "In organizations adopting collaborative practices, release management responsibilities can be delegated to product and project teams to enable faster decision-making, but a release manager should be appointed to coordinate and coach the teams, ensuring consistency and adherence to standards" (Section 3.3.2).

* Option A (Centralized team) contradicts the goal of reducing bureaucracy and enabling faster, collaborative practices.

* Option B (Delegate all responsibilities) risks inconsistency and lack of oversight, which can lead to uncoordinated releases.

* Option C (Delegate most responsibilities but appoint a release manager to coordinate and coach) balances decentralization with oversight, aligning with the goal of faster, collaborative practices while maintaining consistency.

* Option D (Appoint a release manager in every team) is overly resource-intensive and may lead to fragmented approaches across teams.

The correct answer is C, as it best supports the new organizational structure while ensuring effective release management.

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

Answer: A

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 # 18

A service owner is initiating the release planning and coordination process for a complex project. What is an example of the FIRST activity that the service owner should undertake in this instance?

- A. Test the service components and take remedial action as necessary
- B. Ensure that the release procedures are appropriate for the particular release under consideration
- C. Check that an automated notification has been sent to stakeholders
- D. Select a release model that fits with the types of changes to be included in the release

Answer: D

Explanation:

The release planning and coordination process begins with defining the approach for the release. The ITIL 4 Practitioner: Release Management document states: "The first step in release planning and coordination is to select an appropriate release model that fits the types of changes to be included in the release. This ensures that the release approach aligns with the nature and complexity of the changes" (Section 3.2.1).

* Option A (Test the service components) is part of the release execution or testing phase, not the first step in planning.

* Option B (Ensure that the release procedures are appropriate) is a subsequent step after selecting the model, to confirm procedural alignment.

* Option C (Select a release model) is the first activity, as it sets the foundation for how the release will be structured and managed, especially for a complex project.

* Option D (Check that an automated notification has been sent) occurs later, during the communication phase of the release process.

The correct answer is C, as selecting the release model is the initial step in release planning.

NEW QUESTION # 19

What is a description of a release?

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

Answer: D

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 # 20

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