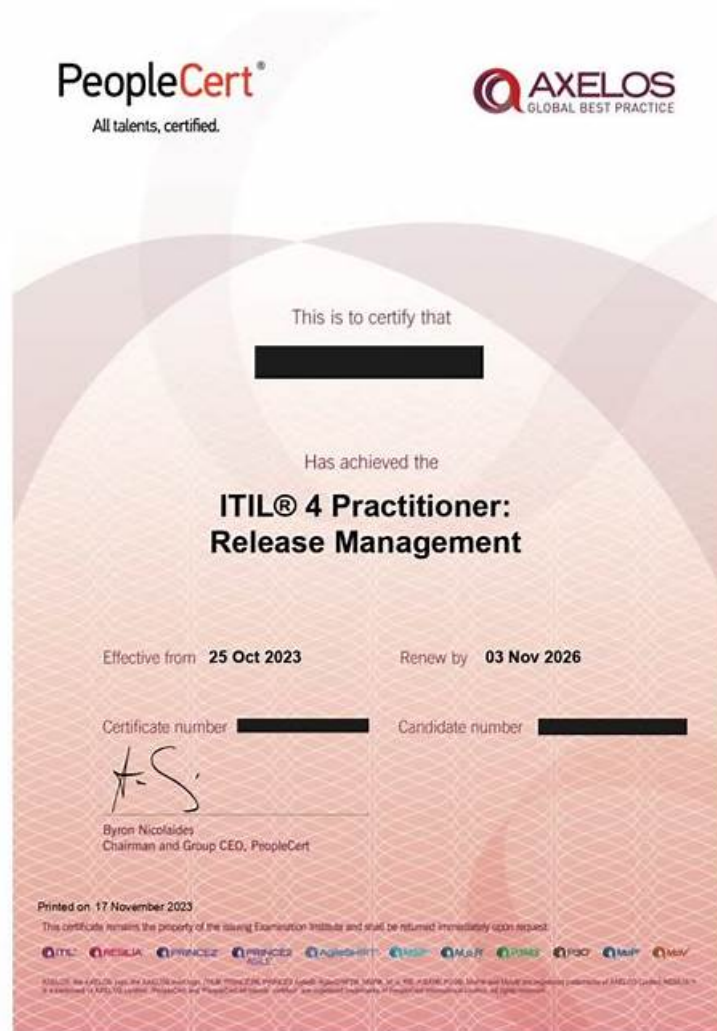# ITIL 4 Practitioner: Release Management Exam Exam Training Torrent & ITIL-4-Practitioner-Release-Management Online Test Engine & ITIL 4 Practitioner: Release Management Exam Free Pdf Study

Peoplecert ITIL-4-Practitioner-Release-Management certification exam is among those popular IT certifications. It is also the dream of ambitious IT professionals. This part of the candidates need to be fully prepared to allow them to get the highest score in the ITIL-4-Practitioner-Release-Management Exam, make their own configuration files compatible with market demand.

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

Topic	Details
Topic 1	• 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.

Topic 2	• 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.
Topic 3	• 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.

>> ITIL-4-Practitioner-Release-Management Exam Sample Questions <<

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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q18-Q23):

NEW QUESTION # 18
An organization invested in the development and adoption of a common approach to release management.
Which metric will help the organization to understand if this initiative has been successful?

- A. The satisfaction rating given by service consumers of individual releases
- B. The number of releases that were implemented after the target implementation date
- C. Alignment of release management procedures between the organization and its suppliers
- D. The percentage of releases that do not result in incidents

Answer: D

Explanation:
A common approach to release management aims to improve the reliability and stability of releases. The ITIL 4 Practitioner: Release Management document highlights key metrics for evaluating the success of release management:"Key metrics for release management often include the percentage of releases that do not result in incidents, as this indicates the stability and reliability of the release process"(Section 5.3).
* Option A (Alignment with suppliers) is a process improvement metric but doesn't directly measure the success of the release outcomes.
* Option B (The percentage of releases that do not result in incidents) directly measures the effectiveness of the release process by assessing its impact on service stability, aligning with the goal of a common approach to reduce errors and disruptions.
* Option C (Satisfaction rating) is a valuable metric but is more subjective and less directly tied to the operational success of a common approach.
* Option D (Number of delayed releases) measures timeliness but not the quality or stability of the releases.
The best metric to assess the success of a standardized release management approach is the reduction in incidents, making B the correct answer.

NEW QUESTION # 19
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. Ensure an excellent user experience
- D. Review the effectiveness of release models

Answer: C

Explanation:

The 'collaborate and promote visibility' guiding principle in ITIL 4 emphasizes working with stakeholders to ensure transparency and alignment with their needs. TheITIL 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 # 20

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. The guidelines for collating two or more changes
- 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.

TheITIL 4 Practitioner: Release Managementdocument 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 # 21

A service provider is conducting a capability assessment of the release management practice. It has been found that although the practice's performance is regularly reported and reviewed, most recommendations based on the reports are never implemented. What is the MAXIMUM capability level that could be given to the release management practice?

- A. Level 4
- B. Level 3
- C. Level 2
- D. Level 5

Answer: C

Explanation:
The ITIL capability model assesses practices based on their maturity and ability to improve. TheITIL 4 Practitioner: Release Managementdocument outlines the capability levels:"Level 2 (Managed) indicates that the practice is planned and tracked, with performance regularly reported. Level 3 (Defined) requires standardized processes and the ability to improve based on feedback. If recommendations fromperformance reviews are not implemented, the practice cannot achieve Level 3"(Section 5.2).
* The scenario indicates that performance is reported and reviewed (meeting Level 2 requirements), but recommendations are not implemented, meaning there's no improvement or standardization beyond basic management.
* Level 3 requires consistent improvement and standardization, which is not met due to the lack of implementation.
* Levels 4 (Quantitatively Managed) and 5 (Optimizing) require even higher maturity, including data- driven improvements and continuous optimization, which are not applicable here.
The maximum capability level is A (Level 2), as the practice is managed but not improving.

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 standardizedmodels for releases. TheITIL 4 Practitioner: Release Managementdocument 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
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