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# Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q12-Q17):

#### **NEW QUESTION #12**

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

#### Answer: C

#### **NEW QUESTION #13**

During a value stream walk of the incident resolution value stream, an organization has realized that some incidents take longer to resolve because installation of overdue software updates is required. What should the organization do to improve the incident resolution times?

- A. Include release of the required updates in the request fulfilment activities
- B. Ensure that required updates are included in the release of the new services
- C. Ensure that required updates are enforced as part of the ongoing operations and maintenance
- D. Include release of the required updates in the incident resolution activities

#### Answer: C

#### Explanation:

This scenario involves using technology to improve incident resolution by addressing overdue updates. The ITIL 4 Practitioner: Release Managementdocument states: "To prevent delays in incident resolution due to overdue updates, release management can enforce updates as part of ongoing operations and maintenance, using automated tools to ensure systems are up-to-date" (Section 4.2).

- \* Option A (Include updates in incident resolution activities) is reactive and inefficient, as it delays resolution by embedding release activities into incident handling.
- \* Option B (Ensure updates are enforced as part of ongoing operations and maintenance) is proactive, using technology to keep systems updated, thus reducing incident resolution times by preventing the issue.
- \* Option C (Include updates in request fulfilment activities) addresses user requests, not the root cause of incident delays.
- \* Option D (Ensure updates are included in the release of new services) doesn't address existing systems needing updates, only new services.

The correct answer is B, as it leverages technology in operations to proactively manage updates, aligning with ITIL 4 principles.

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

#### Answer: C

#### Explanation:

The ITIL capability model evaluates not only the effectiveness of a practice but also its integrationwith 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 #15**

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 number of releases that were implemented after the target implementation date
- B. The satisfaction rating given by service consumers of individual releases
- 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 Managementdocument 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 #16**

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. Performing a release according to an agreed model
- B. Verifying a release according to the release plan
- C. Identifying an applicable model for a release instance
- D. Release management alignment with other practices

#### Answer: A

#### 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 #17**

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