

ITIL-4-Practitioner-Release-Management Question Explanations - 100% Efficient Questions Pool



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Updated Question Explanations

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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q11-Q16):

NEW QUESTION # 11

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

Answer: B

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 # 12

What is a description of a release?

- A. All updated service versions that are mandatory for users
- B. The repeated building and testing of code leading to deployment
- **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 # 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. Ensure that required updates are enforced as part of the ongoing operations and maintenance
- B. Include release of the required updates in the request fulfilment activities
- C. Ensure that required updates are included in the release of the new services
- D. Include release of the required updates in the incident resolution activities

Answer: A

Explanation:

This scenario involves using technology to improve incident resolution by addressing overdue updates. The ITIL 4 Practitioner: Release Management document 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.

NEW QUESTION # 14

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. Ensure an excellent user experience
- B. Do not overcomplicate the practice
- C. Review the effectiveness of release models
- D. Optimize the practice for the value streams

Answer: A

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 # 15

An organization's project and operational teams are concerned that individual releases involve some unnecessary activities and are missing some important activities. What is the BEST action for the organization to take to improve this situation?

- A. Automate the release management activities together with development activities
- **B. Review current release models, create additional models where appropriate, and automate where possible**
- C. Ensure that release management key metrics are integrated with metrics relating to deployment management and change enablement
- D. Introduce proactive communication channels for the service provider to make release management processes more efficient

Answer: B

Explanation:

The concern about unnecessary and missing activities in releases points to issues with the release models being used. The ITIL 4 Practitioner: Release Management document advises: "To address inefficiencies in release processes, such as unnecessary or missing activities, organizations should review current release models, create additional models where appropriate to address gaps, and automate repetitive tasks to improve efficiency" (Section 3.2.2).

* Option A (Introduce proactive communication channels) improves stakeholder engagement but doesn't directly address the issue of unnecessary or missing activities.

* Option B (Review current release models, create additional models, and automate) directly tackles the problem by refining the release models to eliminate unnecessary activities, add missing ones, and enhance efficiency through automation.

* Option C (Integrate metrics with deployment and change enablement) focuses on performance measurement, not process improvement.

* Option D (Automate with development activities) addresses automation but doesn't specifically tackle the issue of refining release activities.

The correct answer is B, as it directly addresses the root cause by improving release models.

NEW QUESTION # 16

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