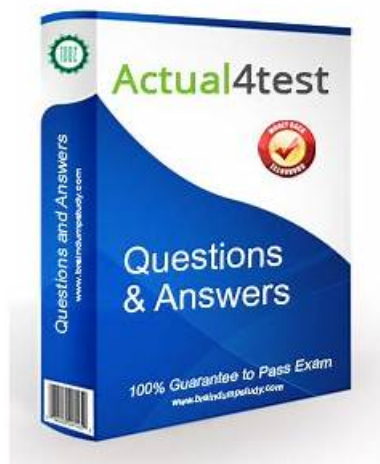# ITIL-4-Practitioner-Release-Management test dumps & ITIL-4-Practitioner-Release-Management pass rate & ITIL-4-Practitioner-Release-Management Test king



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Our ITIL-4-Practitioner-Release-Management training prep was produced by many experts, and the content was very rich. At the same time, the experts constantly updated the contents of the ITIL-4-Practitioner-Release-Management study materials according to the changes in the society. The content of our ITIL-4-Practitioner-Release-Management learning guide is definitely the most abundant. Before you go to the exam, our ITIL-4-Practitioner-Release-Management exam questions can provide you with the simulating exam environment.

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

| Topic | Details |
|-------|---------|
| Topic 1 | • 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 2 | • 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. |
|---|---|
| Topic 3 | • 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. |

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

**NEW QUESTION # 14**
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 percentage of releases that do not result in incidents
- C. Alignment of release management procedures between the organization and its suppliers
- D. The satisfaction rating given by service consumers of individual releases

**Answer: B**

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 # 15**
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. Select a release model that fits with the types of changes to be included in the release
- B. Test the service components and take remedial action as necessary

- C. Check that an automated notification has been sent to stakeholders
- D. Ensure that the release procedures are appropriate for the particular release under consideration

**Answer: A**

Explanation:
The release planning and coordination process begins with defining the approach for the release. TheITIL 4 Practitioner: Release Managementdocument 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 # 16**
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 2
- C. Level 1
- D. Level 3

**Answer: B**

Explanation:
The ITIL capability model evaluates not only the effectiveness of a practice but also its integrationwith other practices. TheITIL 4 Practitioner: Release Managementdocument 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 teamindicates 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 # 17**
A release manager has decided on a policy of not allowing users to choose to accept software updates. What is this an example of?

- A. A 'push' approach
- B. Continuous integration
- C. Continuous delivery
- D. A 'pull' approach

**Answer: A**

Explanation:
TheITIL 4 Practitioner: Release Managementdocument explains the difference between push and pull approaches in release management:"In a push approach, updates are deployed to users without giving them a choice, often to ensure compliance or security. In a pull approach, users can choose when to adopt updates" (Section 3.2.3).
* Option A (A 'pull' approach) is incorrect because a pull approach allows users to choose when to accept updates, which contradicts the scenario.

* Option B (A 'push' approach) is correct, as the policy of not allowing users to choose means the updates are automatically deployed to them, fitting the definition of a push approach.
* Option C (Continuous delivery) and Option D (Continuous integration) are development practices, not release deployment strategies. Continuous delivery involves making releases available frequently, but it doesn't specify whether users must accept them (push) or can choose (pull).
The scenario describes a push approach, making B the correct answer.


**NEW QUESTION # 18**
Which activity of the 'release model development and improvement' process is used to standardize the preparation of release instances?

* A. Release management approach review and development
* B. Release execution
* C. Release model review and development
* D. Product architecture and service relationship analysis

**Answer: C**

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 # 19**
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