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

### NEW QUESTION # 12

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

**Answer: B**

Explanation:

The ITIL 4 Practitioner: Release Management document 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 # 13

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

**Answer: D**

### NEW QUESTION # 14

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

**Answer: D**

Explanation:

The purpose of the release management practice in ITIL 4 is to make new and changed services and features available for use by ensuring a controlled and efficient release process. According to the ITIL 4 Practitioner: Release Management document, the purpose is defined as: "The purpose of the release management practice is to make new and changed services and features available for use" (Section 2.1). This focuses on delivering value to service consumers by enabling them to use improved or new services quickly and effectively.

\* Option A focuses on the service operations team performing tests, which is part of the release process but not the primary value perceived by service consumers.

\* Option B mentions reducing business losses for the operations team, which is an internal benefit, not a direct value for consumers.

\* Option C aligns directly with the purpose: "the quick use of improved services after new service features have been made available" reflects the consumer-facing value of release management- ensuring they can benefit from new or improved services promptly.

\* Option D focuses on mitigating the service provider's risks, which is a provider-centric benefit, not a consumer-focused value statement.

Thus, the correct answer is C, as it directly addresses the value to service consumers by emphasizing the availability and usability of improved services, aligning with the ITIL 4 definition of release management's purpose.

### NEW QUESTION # 15

Which is a key input to the release planning and coordination process?

- A. Documented findings on the success of a release
- **B. Details about the users who will be affected**
- C. Notifications to stakeholders about the release status
- D. Updates to the continual improvement register

**Answer: B**

Explanation:

The release planning and coordination process in ITIL 4 Release Management requires inputs to ensure effective planning and execution of releases. The ITIL 4 Practitioner: Release Management document specifies: "Key inputs to release planning and coordination include details about the users who will be affected, as this helps in scheduling and communicating the release to minimize disruption" (Section 3.2.1).

\* Option A (Documented findings on the success of a release) is an output of a release evaluation, not an input to planning.

\* Option B (Updates to the continual improvement register) may inform long-term improvements but isn't a direct input to planning a specific release.

\* Option C (Details about the users who will be affected) is a critical input, as understanding the user base helps tailor the release schedule, communication, and impact mitigation strategies.

\* Option D (Notifications to stakeholders about the release status) is an output of the release process, not an input to planning.

The correct answer is C, as user details are essential for effective release planning and coordination.

### NEW QUESTION # 16

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 # 17

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