

# Peoplecert.ITIL-4-Practitioner-Release-Management.v2025-07-31.q7

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## NEW QUESTION: 1

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

**Answer: B (LEAVE A REPLY)**

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: 2**

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.** Alignment of release management procedures between the organization and its suppliers

**B.** The percentage of releases that do not result in incidents

**C.** The satisfaction rating given by service consumers of individual releases

**D.** The number of releases that were implemented after the target implementation date

**Answer:** ([SHOW ANSWER](#))

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: 3**

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.** Select a release model that fits with the types of changes to be included in the release

**D.** Check that an automated notification has been sent to stakeholders

**Answer: (SHOW ANSWER)**

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: 4**

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 (LEAVE A REPLY)**

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: 5**

A release manager has noticed that the organization has many standardized services provided to international organizations. Which aspect of release management will this situation directly affect?

- A. The release plans
- B. Continuous integration
- C. Continuous delivery
- D. The release models

**Answer: D (LEAVE A REPLY)**

Standardized services provided to international organizations imply a need for consistency and scalability in how releases are managed across diverse contexts. The ITIL 4

Practitioner: Release Management document explains that release models are used to standardize the approach to releases: "Release models define the structure, contents, and schedule of releases... They ensure consistent and repeatable processes, which is particularly important for organizations with standardized services" (Section 3.2.2).

\* Option A (The release plans) refers to specific plans for individual releases, which may be affected indirectly but are not the primary aspect impacted by standardization needs.

\* Option B (Continuous integration) and Option C (Continuous delivery) are development practices that may interact with release management but are not directly affected by the need for standardization across international services.

\* Option D (The release models) is directly affected, as standardized services require well-defined release models to ensure consistency, repeatability, and scalability across international contexts.

The situation directly impacts the design and application of release models to accommodate standardized services globally. Thus, the correct answer is D.

### **NEW QUESTION: 6**

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 model review and development
- C. Product architecture and service relationship analysis
- D. Release execution

**Answer: B (LEAVE A REPLY)**

The release model development and improvement process aims to create and refine standardized models for releases. The ITIL 4 Practitioner: Release Management document 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: 7**

A large organization is adjusting its IT organizational structure to optimize for faster, more collaborative, and less bureaucratic working practices. There is a significant number of changes and related releases that are handled by the product and project teams. What is the BEST way for the organization to position release management in the new organizational structure?

**A.** Establish a centralized release management team to manage all releases

**B.** Delegate all release management responsibilities to product and project teams

**C.** Delegate most release management responsibilities to product and project teams but appoint a release manager to coordinate and coach the teams

**D.** Appoint a release manager in every product team to coordinate and coach the team members

**Answer: C (LEAVE A REPLY)**

In a collaborative, less bureaucratic structure, release management needs to balance decentralization with oversight to ensure consistency and alignment. The ITIL 4 Practitioner: Release Management document advises: "In organizations adopting collaborative practices, release management responsibilities can be delegated to product and project teams to enable faster decision-making, but a release manager should be appointed to coordinate and coach the teams, ensuring consistency and adherence to standards" (Section 3.3.2).

\* Option A (Centralized team) contradicts the goal of reducing bureaucracy and enabling faster, collaborative practices.

\* Option B (Delegate all responsibilities) risks inconsistency and lack of oversight, which can lead to uncoordinated releases.

\* Option C (Delegate most responsibilities but appoint a release manager to coordinate and coach) balances decentralization with oversight, aligning with the goal of faster, collaborative practices while maintaining consistency.

\* Option D (Appoint a release manager in every team) is overly resource-intensive and may lead to fragmented approaches across teams.

The correct answer is C, as it best supports the new organizational structure while ensuring effective release management.

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