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ITIL-4-Practitioner-Release-Management

ITIL 4 Practitioner: Release Management Exam

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Question: 1

[RM 1: The purpose of the practice]

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 the service operations team to reduce business losses.
- 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 users to mitigate the service provider's risks.

Answer: C

Question: 2

[RM 1: The purpose of the practice]

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

Question: 3

[RM 1: The purpose of the practice]

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: B

Question: 4

[RM 2: The processes of the practice]
What is a description of a release?

- A. A set of new service features that will benefit users
- B. The repeated building and testing of code leading to deployment
- C. All updated service versions that are mandatory for users
- D. The guidelines for collating two or more changes

Answer: A

Question: 5

[RM 4: How information and technology enable the practice]
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



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