# PeopleCert

## ITIL-4-PRACTITIONER-RELEASE-MANAGEMENT Exam

**ITIL 4 Practitioner: Release Management Exam**

**Questions & Answers**
**Demo**

# Version: 6.0

## 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**