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ITIL 4 Practitioner: Release Management Exam

ITIL ITIL-4-Practitioner-Release-Management

Version Demo

Total Demo Questions: 3

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Topic Break Down

Topic	No. of Questions
Topic 1, Understand the key concepts of the Release Management practice	9
Topic 2, Understand the processes of the Release Management practice	19
Topic 3, Understand the roles and competencies of the Release Management practice	1
Topic 4, Understand how information and technology support and enable the Release Management practice	3
Topic 5, Understand the role of partners and suppliers in the Release Management practice	4
Topic 6, Understand how the ITIL capability model can be used to develop the Release Management practice	3
Total	39

QUESTION NO: 1

An organization wants to introduce more automation into release execution. Analysis shows that some release activities are highly repeatable, while others require decisions about unusual service dependencies and stakeholder impacts. What is the BEST approach?

- A. Automate repeatable activities and retain coordination for exceptions
- B. Automate every release activity to eliminate manual involvement
- C. Avoid automation because release activities always require judgement
- D. Create a separate release model for every individual release

ANSWER: A

Explanation:

The organization should automate the stable, repeatable activities that have clear inputs, controls, and expected outcomes, while retaining appropriate human coordination for exceptions and decisions requiring contextual judgement. This supports optimization and automation without treating all releases as identical.

Automating every activity can remove necessary assessment and coordination for complex releases. Avoiding automation entirely misses an opportunity to improve consistency and flow. Creating a separate release model for every release would create unnecessary variation when common activities can be standardized.

QUESTION NO: 2

A release manager is planning a release that includes changes from several product teams. One team has not provided information about an interface used by another service, and testing cannot be completed until this information is available. What is the MOST appropriate use of the release plan?

- A. Record the dependency, its owner, and its effect on release readiness
- B. Proceed with testing and assume the interface will remain unchanged
- C. Assign ownership of the missing information to the testing team
- D. Defer the dependency until the release has been deployed

ANSWER: A

Explanation:

The release plan should make the dependency visible by recording the required interface information, its owner, the required date, and the effect on testing and release readiness. Release planning and coordination brings together the activities, dependencies, responsibilities, and timing required to make a release available for use in a controlled manner.

Proceeding with testing without the information may produce incomplete or misleading results. Assigning the dependency only to the testing team does not address the ownership of the required input. Deferring the issue until after deployment would create avoidable risk to the live service.

QUESTION NO: 3

A retail organization is hiring a new release manager. The vacancy description indicates that successful candidates should have good knowledge of technologies and platforms used by the organization, good knowledge of ITIL and DevOps, and experience in retail. What other skill is important to the release management role?

- A. Knowledge of service management frameworks
- B. Project planning and coordination

C. Technical expertise

D. Understanding of the organization's business

ANSWER: B

Explanation:

Project planning and coordination is important because release management turns approved changes and release components into usable services through a controlled, repeatable delivery process. A release manager must plan release scope, dependencies, sequencing, environments, testing and deployment windows, while coordinating teams such as development, operations, service management, suppliers, and business stakeholders. This coordination helps ensure that releases are packaged, communicated, deployed, and reviewed in a way that supports the organization's objectives and minimizes disruption to live services. Planning capability is particularly valuable where several teams or products contribute to the same release, because the release manager needs to align work, manage timing and readiness, identify constraints, and ensure that stakeholders have the information required to prepare for deployment. In an ITIL 4 context, release management supports value co-creation by making new or changed services and features available in a structured manner, working closely with practices such as deployment management, change enablement, service configuration management, and relationship management. The ITIL Practitioner: Release Management qualification describes the practical application of these release-management responsibilities and competencies. See the [PeopleCert ITIL 4 Practitioner: Release Management overview](#) and the [ITIL practices resource hub](#).