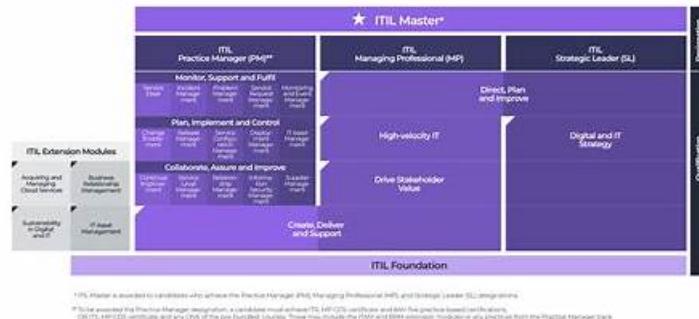


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## Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>AI and Automation: This section of the exam measures the skills of IT Operations Managers and addresses the use of AI and automation in delivering IT systems and applications that align with user needs. It ensures that software releases meet quality standards, are delivered on time, and stay within budget, using modern tools and intelligent technologies.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Change: This section of the exam measures the skills of DevOps Engineers and focuses on how to manage and control changes within IT environments. It includes planning, executing, monitoring, and communicating changes to ensure minimal disruption while keeping stakeholders informed about the progress and impact of changes.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Service Design: This section of the exam measures the skills of IT Release Managers and covers the principles and practices involved in designing services and products that are practical, useful, and aligned with stakeholder expectations. It focuses on ensuring that services are designed in a way that they can be effectively delivered and supported by the organization and its partners.</li></ul>

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## Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q15-Q20):

### NEW QUESTION # 15

A service provider is reviewing its release management practice. It has been found that most releases meet their objectives and are delivered on time. However, teams and organizations using the service provider's services are complaining that sometimes software updates interrupt their work during peak business hours.

What should the service provider do to improve the release management practice by applying the 'collaborate and promote visibility' guiding principle?

- A. Do not overcomplicate the practice
- B. Ensure an excellent user experience
- C. Optimize the practice for the value streams
- D. Review the effectiveness of release models

### Answer: B

Explanation:

The 'collaborate and promote visibility' guiding principle in ITIL 4 emphasizes working with stakeholders to ensure transparency and alignment with their needs. The ITIL 4 Practitioner: Release Management document advises: "Applying the 'collaborate and promote visibility' principle involves working closely with stakeholders, such as service consumers, to understand their needs and ensure releases do not disrupt their operations, thereby ensuring an excellent user experience" (Section 5.1).

\* The issue is that updates interrupt work during peak hours, indicating a lack of collaboration with users to understand their schedules and needs.

\* Option A (Ensure an excellent user experience) directly addresses this by implying collaboration with users to schedule releases at non-disruptive times, aligning with the principle.

\* Option B (Review the effectiveness of release models) is an internal activity and doesn't directly involve collaboration with stakeholders.

\* Option C (Optimize the practice for the value streams) focuses on value stream efficiency but doesn't specifically address user collaboration.

\* Option D (Do not overcomplicate the practice) is unrelated to the collaboration principle.

The correct answer is A, as ensuring an excellent user experience through collaboration directly applies the principle to address the issue.

### NEW QUESTION # 16

An organization's project and operational teams are concerned that individual releases involve some unnecessary activities and are missing some important activities. What is the BEST action for the organization to take to improve this situation?

- A. Automate the release management activities together with development activities
- B. Review current release models, create additional models where appropriate, and automate where possible
- C. Ensure that release management key metrics are integrated with metrics relating to deployment management and change enablement
- D. Introduce proactive communication channels for the service provider to make release management processes more efficient

### Answer: B

Explanation:

The concern about unnecessary and missing activities in releases points to issues with the release models being used. The ITIL 4 Practitioner: Release Management document advises: "To address inefficiencies in release processes, such as unnecessary or missing activities, organizations should review current release models, create additional models where appropriate to address gaps, and automate repetitive tasks to improve efficiency" (Section 3.2.2).

\* Option A (Introduce proactive communication channels) improves stakeholder engagement but doesn't directly address the issue of unnecessary or missing activities.

\* Option B (Review current release models, create additional models, and automate) directly tackles the problem by refining the release models to eliminate unnecessary activities, add missing ones, and enhance efficiency through automation.

\* Option C (Integrate metrics with deployment and change enablement) focuses on performance measurement, not process improvement.

\* Option D (Automate with development activities) addresses automation but doesn't specifically tackle the issue of refining release activities.

The correct answer is B, as it directly addresses the root cause by improving release models.

### NEW QUESTION # 17

Which activity of the 'release model development and improvement' process is used to standardize the preparation of release instances?

- A. Release execution
- B. Release management approach review and development
- C. Product architecture and service relationship analysis
- **D. Release model review and development**

#### Answer: D

Explanation:

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 # 18

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. Understanding of the organization's business
- **B. Project planning and coordination**
- C. Technical expertise
- D. Knowledge of service management frameworks

#### Answer: B

Explanation:

The release management role in ITIL 4 requires a range of competencies to ensure effective coordination and execution of releases. The ITIL 4 Practitioner: Release Management document states: "A release manager must have strong project planning and coordination skills to manage the scheduling, communication, and execution of releases, ensuring alignment with organizational goals and minimal disruption" (Section 3.3).

\* Option A (Knowledge of service management frameworks) is already covered by the requirement of ITIL knowledge in the vacancy description, so it's not an additional skill.

\* Option B (Project planning and coordination) is a critical skill for release managers, as they need to orchestrate complex release activities, manage timelines, and coordinate with stakeholders, which isn't explicitly covered by the listed requirements.

\* Option C (Technical expertise) is implied by the requirement for knowledge of technologies and platforms, so it's not an additional skill.

\* Option D (Understanding of the organization's business) is important but less specific to release management compared to project planning, and the retail experience requirement already covers business context.

The correct answer is B, as project planning and coordination is a key additional skill for effective release management.

## NEW QUESTION # 19

During a value stream walk of the incident resolution value stream, an organization has realized that some incidents take longer to resolve because installation of overdue software updates is required. What should the organization do to improve the incident resolution times?

- A. Include release of the required updates in the incident resolution activities
- B. Ensure that required updates are enforced as part of the ongoing operations and maintenance
- C. Include release of the required updates in the request fulfilment activities
- D. Ensure that required updates are included in the release of the new services

### Answer: B

Explanation:

This scenario involves using technology to improve incident resolution by addressing overdue updates. The ITIL 4 Practitioner: Release Management document states: "To prevent delays in incident resolution due to overdue updates, release management can enforce updates as part of ongoing operations and maintenance, using automated tools to ensure systems are up-to-date" (Section 4.2).

- \* Option A (Include updates in incident resolution activities) is reactive and inefficient, as it delays resolution by embedding release activities into incident handling.
- \* Option B (Ensure updates are enforced as part of ongoing operations and maintenance) is proactive, using technology to keep systems updated, thus reducing incident resolution times by preventing the issue.
- \* Option C (Include updates in request fulfilment activities) addresses user requests, not the root cause of incident delays.
- \* Option D (Ensure updates are included in the release of new services) doesn't address existing systems needing updates, only new services.

The correct answer is B, as it leverages technology in operations to proactively manage updates, aligning with ITIL 4 principles.

## NEW QUESTION # 20

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