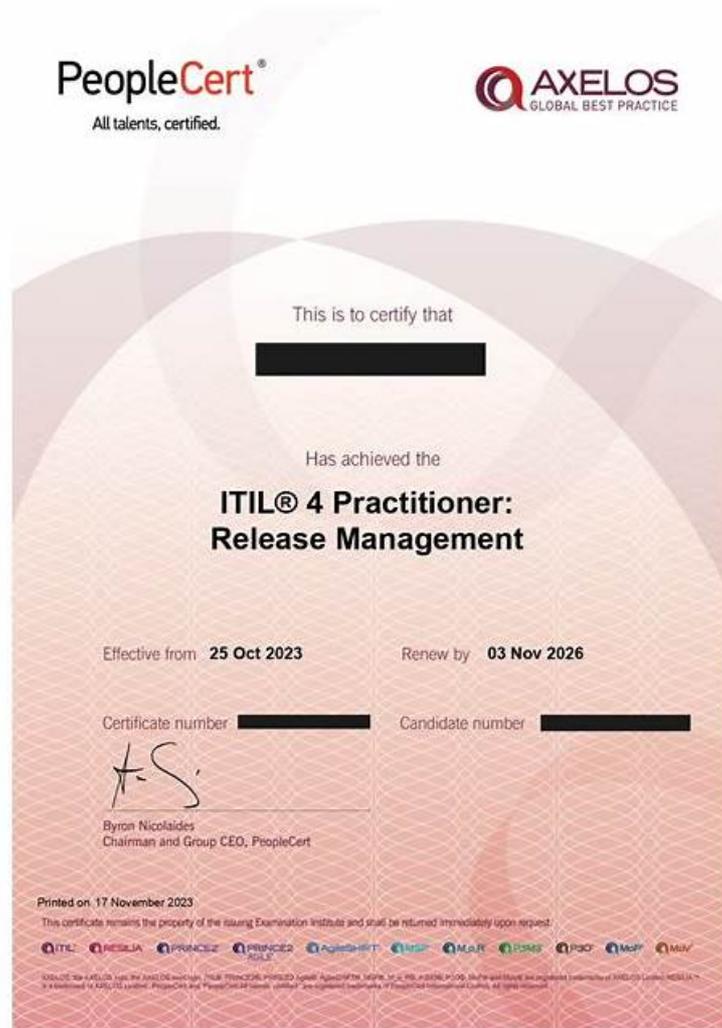


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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.

Topic 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • 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.

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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10

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

Answer: D

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 # 11

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 delivery

- C. Continuous integration
- **D. The release models**

Answer: D

Explanation:

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 # 12

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

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

Answer: C

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 # 13

What automation tools should be used to help a release manager understand how the organization's services are related to one another?

- **A. Enterprise architecture tools**
- B. Monitoring and event management tools
- C. Work planning and prioritization tools
- D. Analysis and reporting tools

Answer: A

Explanation:

Understanding service relationships is critical for effective release management, especially to assess the impact of releases. The ITIL 4 Practitioner: Release Management document states: "Enterprise architecture tools help release managers understand the relationships between services, applications, and infrastructure, enabling better impact analysis and dependency mapping for releases" (Section 4.2).

- * Option A (Analysis and reporting tools) focuses on performance metrics, not service relationships.
 - * Option B (Work planning and prioritization tools) aids in scheduling, not understanding service dependencies.
 - * Option C (Monitoring and event management tools) is used for real-time performance tracking, not structural relationships.
 - * Option D (Enterprise architecture tools) is the correct choice, as these tools map out service relationships and dependencies, helping the release manager plan releases effectively.
- The correct answer is D, as enterprise architecture tools are designed for this purpose.

NEW QUESTION # 14

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. Continuous delivery
- **B. A 'push' approach**
- C. A 'pull' approach
- D. Continuous integration

Answer: B

Explanation:

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 # 15

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