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

Topic	Details
Topic 1	<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 2	<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>
Topic 3	<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>

## Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q13-Q18):

### NEW QUESTION # 13

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

### Answer: C

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 # 14

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. Ensure that required updates are included in the release of the new services
- B. Include release of the required updates in the request fulfilment activities
- C. Include release of the required updates in the incident resolution activities
- 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 fulfillment 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 # 15

Which is a key input to the release planning and coordination process?

- A. Documented findings on the success of a release
- B. Updates to the continual improvement register
- C. Notifications to stakeholders about the release status
- D. **Details about the users who will be affected**

### Answer: D

Explanation:

The release planning and coordination process in ITIL 4 Release Management requires inputs to ensure effective planning and execution of releases. The ITIL 4 Practitioner: Release Management document specifies: "Key inputs to release planning and coordination include details about the users who will be affected, as this helps in scheduling and communicating the release to minimize disruption" (Section 3.2.1).

- \* Option A (Documented findings on the success of a release) is an output of a release evaluation, not an input to planning.
- \* Option B (Updates to the continual improvement register) may inform long-term improvements but isn't a direct input to planning a specific release.
- \* Option C (Details about the users who will be affected) is a critical input, as understanding the user base helps tailor the release schedule, communication, and impact mitigation strategies.
- \* Option D (Notifications to stakeholders about the release status) is an output of the release process, not an input to planning.

The correct answer is C, as user details are essential for effective release planning and coordination.

## NEW QUESTION # 16

A service provider is receiving poor feedback from customers about releases of updates to a software product.

A review has shown that releases are often delayed or have to be repeated due to a lack of information about their impact on business processes and on other IT systems. The service provider is reviewing the value streams involving the software releases. Which step of the value stream analysis should the service provider use to understand the required information and dependencies?

- A. Identifying the scope of the value stream analysis
- B. Creating a 'to be' value stream map
- C. **Reflecting on the 'as is' value stream map**
- D. Identifying the workflow steps

### Answer: C

Explanation:

Value stream analysis in ITIL 4 helps identify inefficiencies and dependencies in processes like release management. The ITIL 4 Practitioner: Release Management document notes: "Reflecting on the 'as is' value stream map allows organizations to understand the current state, including dependencies and impacts on business processes and IT systems, which can reveal gaps in information that lead to delays or failures" (Section 4.3).

- \* Option A (Creating a 'to be' value stream map) focuses on designing the future state, which comes after understanding the current state.
- \* Option B (Reflecting on the 'as is' value stream map) is the correct step to understand current impacts and dependencies, identifying the root cause of delays and repeats.
- \* Option C (Identifying the scope of the value stream analysis) is an initial step but doesn't directly address understanding impacts.

\* Option D (Identifying the workflow steps) is part of mapping but doesn't emphasize reflection on impacts and dependencies. The correct answer is B, as reflecting on the current value stream map helps uncover the missing information about impacts.

### NEW QUESTION # 17

An organization has a dedicated release management team that is effective in managing releases, but this team has very poor coordination with the change enablement team. What capability level of release management does this indicate?

- A. Level 3
- B. Level 1
- **C. Level 2**
- D. Level 4

**Answer: C**

Explanation:

The ITIL capability model evaluates not only the effectiveness of a practice but also its integration with other practices. The ITIL 4 Practitioner: Release Management document states: "Level 2 (Managed) indicates that the practice is effective in its own scope but may lack integration with other practices. Level 3 (Defined) requires standardized processes and effective coordination with related practices like change enablement" (Section 5.2).

\* The scenario shows that the release management team is effective (meeting Level 2), but poor coordination with the change enablement team indicates a lack of integration.

\* Level 1 (Ad-hoc) would mean no consistent process, which isn't the case here since the team is effective.

\* Level 3 requires integration and standardization across practices, which is not met due to poor coordination.

\* Level 4 is even more advanced, requiring quantitative management, which isn't applicable.

The capability level is B (Level 2), as the practice is effective but lacks the integration needed for Level 3.

### NEW QUESTION # 18

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