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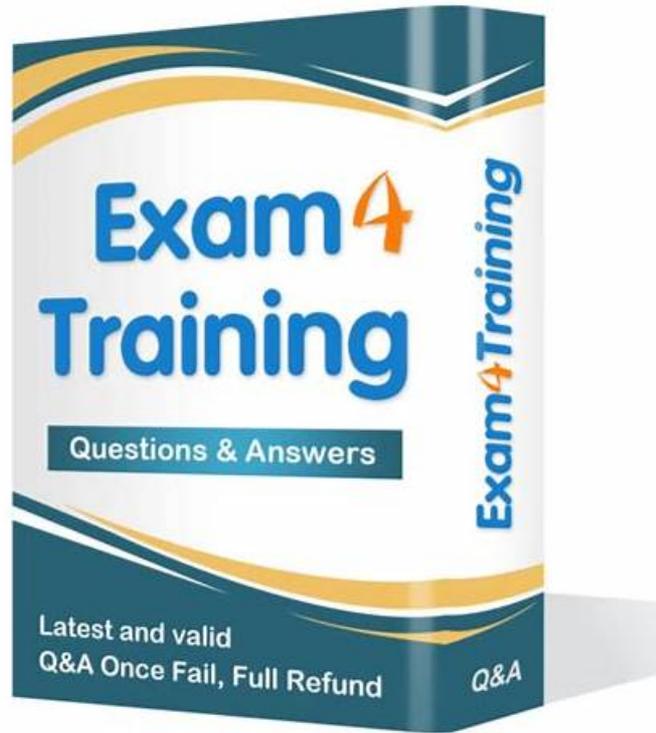
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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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 3	• 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.

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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q12-Q17):

NEW QUESTION # 12
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. Continuous delivery
- B. The release plans
- 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 # 13
What automation tools should be used to help a release manager understand how the organization's services are related to one another?

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

Answer: C

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 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 reduce business losses.
- B. The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.
- C. The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.
- D. The release management practice will ensure the quick use of improved services after new service features have been made available.

Answer: D

NEW QUESTION # 15

A service owner is initiating the release planning and coordination process for a complex project. What is an example of the FIRST activity that the service owner should undertake in this instance?

- A. Test the service components and take remedial action as necessary
- B. Select a release model that fits with the types of changes to be included in the release
- C. Check that an automated notification has been sent to stakeholders
- D. Ensure that the release procedures are appropriate for the particular release under consideration

Answer: B

Explanation:
The release planning and coordination process begins with defining the approach for the release. The ITIL 4 Practitioner: Release Management document states: "The first step in release planning and coordination is to select an appropriate release model that fits the types of changes to be included in the release. This ensures that the release approach aligns with the nature and complexity of the changes" (Section 3.2.1).
* Option A (Test the service components) is part of the release execution or testing phase, not the first step in planning.
* Option B (Ensure that the release procedures are appropriate) is a subsequent step after selecting the model, to confirm procedural alignment.
* Option C (Select a release model) is the first activity, as it sets the foundation for how the release will be structured and managed, especially for a complex project.
* Option D (Check that an automated notification has been sent) occurs later, during the communication phase of the release process.
The correct answer is C, as selecting the release model is the initial step in release planning.

NEW QUESTION # 16

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

- A. Updates to the continual improvement register
- B. Documented findings on the success of a release
- 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. TheITIL 4 Practitioner: Release Managementdocument 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 # 17
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