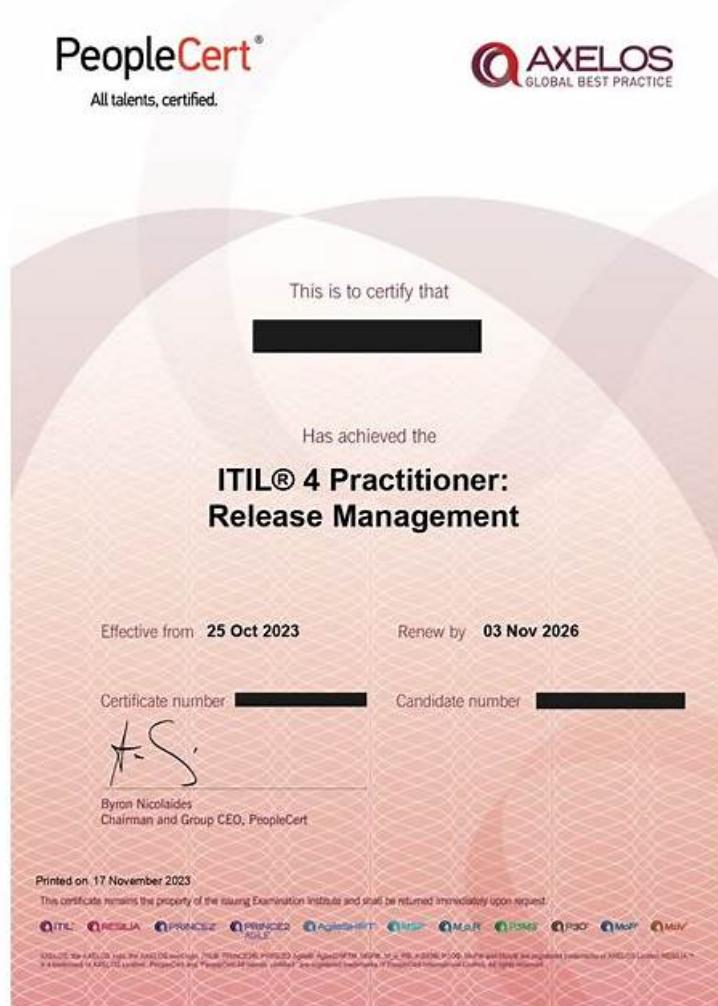


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## Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

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>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>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>

## Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q17-Q22):

### NEW QUESTION # 17

An organization manually checks that releases of new or changed products/services have been successfully completed. Which tools should be used to automate this process?

- A. Workflow management and collaboration tools
- B. Analysis and reporting tools
- C. Monitoring and event management tools**
- D. Enterprise architecture tools

### Answer: C

Explanation:

Automating the verification of release success involves tracking the performance and stability of the released services. The ITIL 4 Practitioner: Release Management document notes: "Monitoring and event management tools can automate the verification of release success by tracking system performance and detecting anomalies post-release, ensuring the release meets its objectives" (Section 4.2).

\* Option A (Monitoring and event management tools) is correct, as these tools can automatically check system health and performance after a release, replacing manual checks.

\* Option B (Workflow management and collaboration tools) focuses on process coordination, not post-release verification.

\* Option C (Enterprise architecture tools) is used for dependency mapping, not release verification.

\* Option D (Analysis and reporting tools) provides retrospective insights but doesn't automate real-time verification.

The correct answer is A, as monitoring tools are best suited for automating release verification.

### NEW QUESTION # 18

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 integration
- B. Continuous delivery
- **C. The release models**
- D. The release plans

**Answer: C**

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 # 19

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

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

**Answer: C**

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 # 20

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

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

**Answer: A**

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 # 21

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

**Answer: A**

## NEW QUESTION # 22

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