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

Topic	Details
Topic 1	• 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	• 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 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 (Q11-Q16):

NEW QUESTION # 11
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. Enterprise architecture tools
- C. Monitoring and event management tools
- D. Work planning and prioritization tools

Answer: B

Explanation:
Understanding service relationships is critical for effective release management, especially to assess the impact of releases. TheITIL 4 Practitioner: Release Managementdocument 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 performancetracking, 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 # 12
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 4
- B. Level 1
- C. Level 2
- D. Level 3

Answer: C

Explanation:
The ITIL capability model evaluates not only the effectiveness of a practice but also its integrationwith other practices. TheITIL 4 Practitioner: Release Managementdocument 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 # 13
A release manager is considering the involvement of third parties in the release management practice. Which release management

activity is likely to have a dependency on third parties?

- A. Verifying a release according to the release plan
- B. Performing a release according to an agreed model
- C. Identifying an applicable model for a release instance
- D. Release management alignment with other practices

Answer: B

Explanation:
Third parties, such as suppliers or vendors, often play a role in the execution of releases, especially when they provide components or services involved in the release. TheITIL 4 Practitioner: Release Management document states:"Performing a release according to an agreed model often involves dependencies on third parties, such as suppliers providing software updates, infrastructure, or support services, which need to be integrated during the release execution"(Section 3.4).
* Option A (Release management alignment with other practices) is an internal coordination activity, less likely to directly involve third parties.
* Option B (Identifying an applicable model) is a planning activity typically handled internally by the release manager.
* Option C (Performing a release according to an agreed model) directly involves executing the release, which often requires third-party components or services, creating a dependency.
* Option D (Verifying a release) may involve third-party tools but is less dependent on their active participation compared to execution.
The correct answer is C, as performing the release is the activity most likely to depend on third parties.

NEW QUESTION # 14
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. Check that an automated notification has been sent to stakeholders
- C. Select a release model that fits with the types of changes to be included in the release
- D. Ensure that the release procedures are appropriate for the particular release under consideration

Answer: C

Explanation:
The release planning and coordination process begins with defining the approach for the release. TheITIL 4 Practitioner: Release Managementdocument 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 # 15
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 workflow steps
- B. Identifying the scope of the value stream analysis
- C. Reflecting on the 'as is' value stream map
- D. Creating a 'to be' value stream map

Answer: C

Explanation:
Value stream analysis in ITIL 4 helps identify inefficiencies and dependencies in processes like release management. TheITIL 4 Practitioner: Release Managementdocument 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 # 16

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