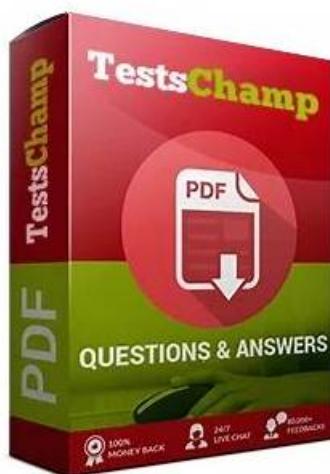


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## Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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>

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## Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q19-Q24):

### NEW QUESTION # 19

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

**Answer: C**

### NEW QUESTION # 20

A service provider is conducting a capability assessment of the release management practice. It has been found that although the practice's performance is regularly reported and reviewed, most recommendations based on the reports are never implemented. What is the MAXIMUM capability level that could be given to the release management practice?

- A. Level 2**
- B. Level 3
- C. Level 5
- D. Level 4

**Answer: A**

Explanation:

The ITIL capability model assesses practices based on their maturity and ability to improve. The ITIL 4 Practitioner: Release Management document outlines the capability levels: "Level 2 (Managed) indicates that the practice is planned and tracked, with performance regularly reported. Level 3 (Defined) requires standardized processes and the ability to improve based on feedback. If

recommendations from performance reviews are not implemented, the practice cannot achieve Level 3"(Section 5.2).

\* The scenario indicates that performance is reported and reviewed (meeting Level 2 requirements), but recommendations are not implemented, meaning there's no improvement or standardization beyond basic management.

\* Level 3 requires consistent improvement and standardization, which is not met due to the lack of implementation.

\* Levels 4 (Quantitatively Managed) and 5 (Optimizing) require even higher maturity, including data- driven improvements and continuous optimization, which are not applicable here.

The maximum capability level is A (Level 2), as the practice is managed but not improving.

### NEW QUESTION # 21

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

**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 # 22

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. Work planning and prioritization tools
- C. Monitoring and event management 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 # 23

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

#### Answer: C

Explanation:

The purpose of the release management practice in ITIL 4 is to make new and changed services and features available for use by ensuring a controlled and efficient release process. According to the ITIL 4 Practitioner: Release Management document, the purpose is defined as: "The purpose of the release management practice is to make new and changed services and features available for use" (Section 2.1). This focuses on delivering value to service consumers by enabling them to use improved or new services quickly and effectively.

\* Option A focuses on the service operations team performing tests, which is part of the release process but not the primary value perceived by service consumers.

\* Option B mentions reducing business losses for the operations team, which is an internal benefit, not a direct value for consumers.

\* Option C aligns directly with the purpose: "the quick use of improved services after new service features have been made available" reflects the consumer-facing value of release management- ensuring they can benefit from new or improved services promptly.

\* Option D focuses on mitigating the service provider's risks, which is a provider-centric benefit, not a consumer-focused value statement.

Thus, the correct answer is C, as it directly addresses the value to service consumers by emphasizing the availability and usability of improved services, aligning with the ITIL 4 definition of release management's purpose.

### NEW QUESTION # 24

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