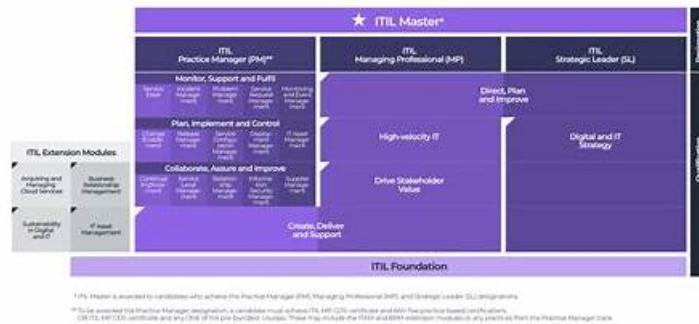


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.

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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q21-Q26):

NEW QUESTION # 21

A retail organization is hiring a new release manager. The vacancy description indicates that successful candidates should have good knowledge of technologies and platforms used by the organization, good knowledge of ITIL and DevOps, and experience in retail. What other skill is important to the release management role?

- A. Understanding of the organization's business
- B. Technical expertise
- **C. Project planning and coordination**
- D. Knowledge of service management frameworks

Answer: C

Explanation:

The release management role in ITIL 4 requires a range of competencies to ensure effective coordination and execution of releases. The ITIL 4 Practitioner: Release Management document states: "A release manager must have strong project planning and coordination skills to manage the scheduling, communication, and execution of releases, ensuring alignment with organizational goals and minimal disruption" (Section 3.3).

- * Option A (Knowledge of service management frameworks) is already covered by the requirement of ITIL knowledge in the vacancy description, so it's not an additional skill.
- * Option B (Project planning and coordination) is a critical skill for release managers, as they need to orchestrate complex release activities, manage timelines, and coordinate with stakeholders, which isn't explicitly covered by the listed requirements.
- * Option C (Technical expertise) is implied by the requirement for knowledge of technologies and platforms, so it's not an additional skill.
- * Option D (Understanding of the organization's business) is important but less specific to release management compared to project planning, and the retail experience requirement already covers business context.

The correct answer is C, as project planning and coordination is a key additional skill for effective release management.

NEW QUESTION # 22

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

Answer: B

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 B (Level 2), as the practice is managed but not improving.

NEW QUESTION # 23

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

instances?

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

Answer: D

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 # 24

What automation tools should be used to help a release manager understand how the organization's services are related to one another?

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

Answer: B

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 # 25

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

Answer: A

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 # 26

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