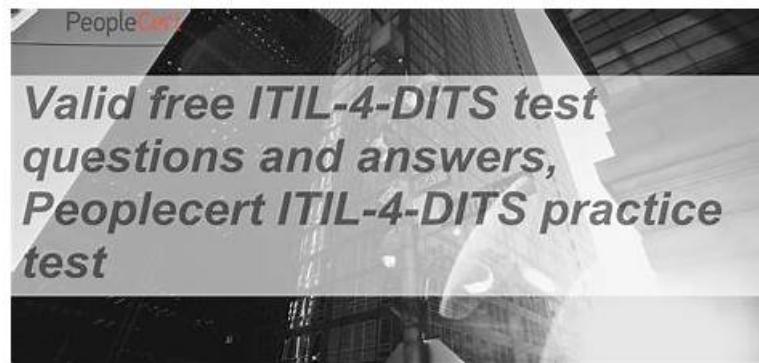


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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">• 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

A large organization is adjusting its IT organizational structure to optimize for faster, more collaborative, and less bureaucratic working practices. There is a significant number of changes and related releases that are handled by the product and project teams. What is the BEST way for the organization to position release management in the new organizational structure?

- A. Delegate most release management responsibilities to product and project teams but appoint a release manager to coordinate and coach the teams
- B. Appoint a release manager in every product team to coordinate and coach the team members
- C. Delegate all release management responsibilities to product and project teams
- D. Establish a centralized release management team to manage all releases

Answer: A

Explanation:

In a collaborative, less bureaucratic structure, release management needs to balance decentralization with oversight to ensure consistency and alignment. The ITIL 4 Practitioner: Release Management document advises: "In organizations adopting collaborative practices, release management responsibilities can be delegated to product and project teams to enable faster decision-making, but a release manager should be appointed to coordinate and coach the teams, ensuring consistency and adherence to standards" (Section 3.3.2).

* Option A (Centralized team) contradicts the goal of reducing bureaucracy and enabling faster, collaborative practices.

* Option B (Delegate all responsibilities) risks inconsistency and lack of oversight, which can lead to uncoordinated releases.

* Option C (Delegate most responsibilities but appoint a release manager to coordinate and coach) balances decentralization with oversight, aligning with the goal of faster, collaborative practices while maintaining consistency.

* Option D (Appoint a release manager in every team) is overly resource-intensive and may lead to fragmented approaches across teams.

The correct answer is C, as it best supports the new organizational structure while ensuring effective release management.

NEW QUESTION # 12

What is a description of a release?

- A. The guidelines for collating two or more changes
- B. A set of new service features that will benefit users
- C. All updated service versions that are mandatory for users
- D. The repeated building and testing of code leading to deployment

Answer: B

Explanation:

In ITIL 4, a release is defined as the output of the release management practice that is made available to users.

The ITIL 4 Practitioner: Release Management document states: "A release is a version of a service or a set of service components that is made available for use. It often includes new or changed features that deliver value to users" (Section 2.2).

* Option A (A set of new service features that will benefit users) aligns with the definition, as a release typically includes new or changed features intended to provide value to users.

* Option B (The repeated building and testing of code) describes a development process (e.g., continuous integration), not the release itself.

* Option C (All updated service versions that are mandatory for users) is incorrect because releases are not always mandatory; ITIL 4 allows for push or pull approaches.

* Option D (Guidelines for collating changes) describes a process or policy, not the release itself.

The correct description of a release is a set of features or components made available for use, making A the correct answer.

NEW QUESTION # 13

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

Answer: D

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 B, as project planning and coordination is a key additional skill for effective release management.

NEW QUESTION # 14

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

Answer: C

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 # 15

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

Answer: D

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. The ITIL 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 # 16

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