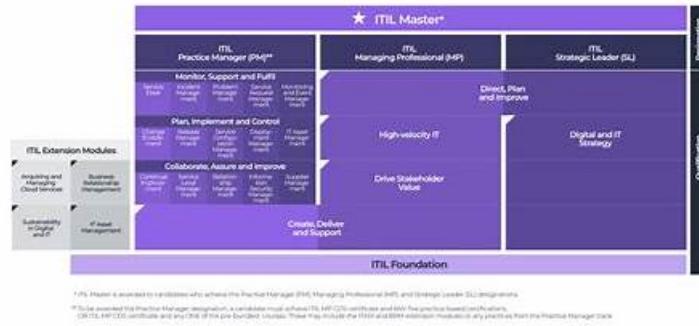


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

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.

Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q12-Q17):

NEW QUESTION # 12

A release manager has decided on a policy of not allowing users to choose to accept software updates. What is this an example of?

- A. A 'pull' approach
- B. Continuous delivery
- C. A 'push' approach**
- D. Continuous integration

Answer: C

Explanation:

The ITIL 4 Practitioner: Release Management document explains the difference between push and pull approaches in release management: "In a push approach, updates are deployed to users without giving them a choice, often to ensure compliance or security. In a pull approach, users can choose when to adopt updates" (Section 3.2.3).

- * Option A (A 'pull' approach) is incorrect because a pull approach allows users to choose when to accept updates, which contradicts the scenario.
- * Option B (A 'push' approach) is correct, as the policy of not allowing users to choose means the updates are automatically deployed to them, fitting the definition of a push approach.
- * Option C (Continuous delivery) and Option D (Continuous integration) are development practices, not release deployment strategies. Continuous delivery involves making releases available frequently, but it doesn't specify whether users must accept them (push) or can choose (pull).

The scenario describes a push approach, making B the correct answer.

NEW QUESTION # 13

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

Answer: B

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 # 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. Ensure that the release procedures are appropriate for the particular release under consideration
- B. **Select a release model that fits with the types of changes to be included in the release**
- C. Test the service components and take remedial action as necessary
- D. Check that an automated notification has been sent to stakeholders

Answer: B

Explanation:

The release planning and coordination process begins with defining the approach for the release. The ITIL 4 Practitioner: Release Management document 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 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. 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

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. **Monitoring and event management tools**

- B. Workflow management and collaboration tools
- C. Analysis and reporting tools
- D. Enterprise architecture tools

Answer: A

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 # 17

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