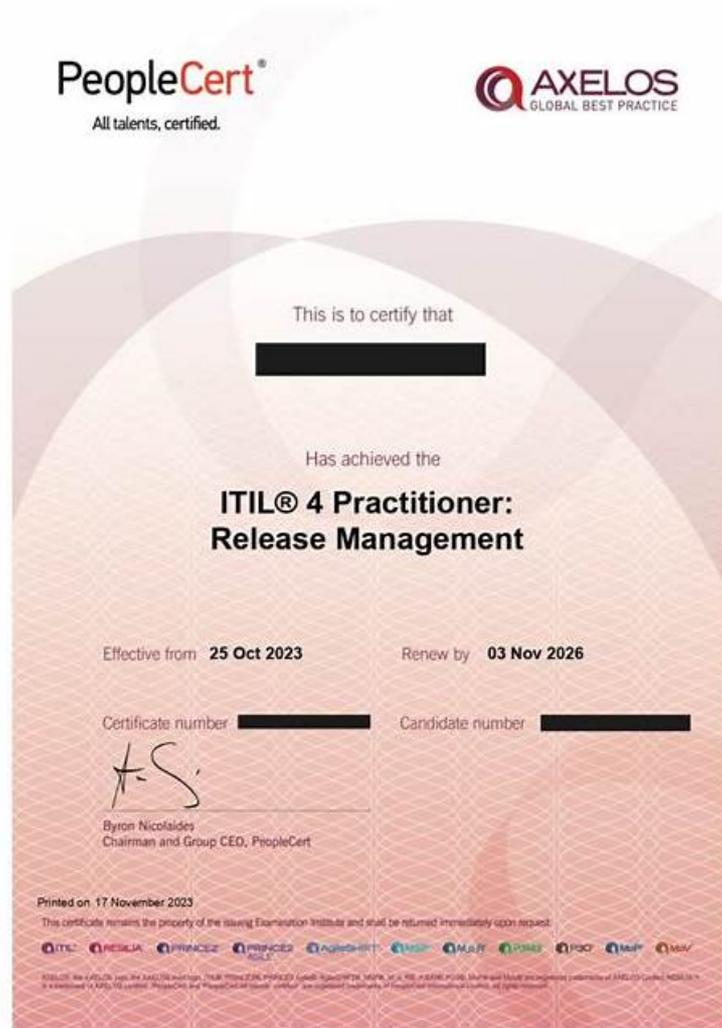# Free PDF Quiz 2026 High Hit-Rate Peoplecert Pdf ITIL-4-Practitioner-Release-Management Format

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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	• 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 3	• 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
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 3
- C. Level 1
- D. Level 2

Answer: D

Explanation:
The ITIL capability model evaluates not only the effectiveness of a practice but also its integration with other practices. The ITIL 4 Practitioner: Release Management document 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 # 22
What automation tools should be used to help a release manager understand how the organization's services are related to one another?

- A. Monitoring and event management tools
- B. Enterprise architecture tools

- C. Analysis and reporting 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 # 23

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

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

Answer: B

Explanation:
The release model development and improvement process aims to create and refine standardizedmodels for releases. TheITIL 4 Practitioner: Release Managementdocument 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

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

Answer: C

Explanation:
The ITIL capability model assesses practices based on their maturity and ability to improve. TheITIL 4 Practitioner: Release Managementdocument 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 fromperformance 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 # 25

An organization's project and operational teams are concerned that individual releases involve some unnecessary activities and are missing some important activities. What is the BEST action for the organization to take to improve this situation?

- A. Automate the release management activities together with development activities
- B. Ensure that release management key metrics are integrated with metrics relating to deployment management and change enablement
- C. Introduce proactive communication channels for the service provider to make release management processes more efficient
- D. Review current release models, create additional models where appropriate, and automate where possible

Answer: D

Explanation:
The concern about unnecessary and missing activities in releases points to issues with the release models being used. TheITIL 4 Practitioner: Release Managementdocument advises:"To address inefficiencies in release processes, such as unnecessary or missing activities, organizations should review current release models, create additional models where appropriate to address gaps, and automate repetitive tasks to improve efficiency"(Section 3.2.2).
* Option A (Introduce proactive communication channels) improves stakeholder engagementbut doesn't directly address the issue of unnecessary or missing activities.
* Option B (Review current release models, create additional models, and automate) directly tackles the problem by refining the release models to eliminate unnecessary activities, add missing ones, and enhance efficiency through automation.
* Option C (Integrate metrics with deployment and change enablement) focuses on performance measurement, not process improvement.
* Option D (Automate with development activities) addresses automation but doesn't specifically tackle the issue of refining release activities.
The correct answer is B, as it directly addresses the root cause by improving release models.

NEW QUESTION # 26

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