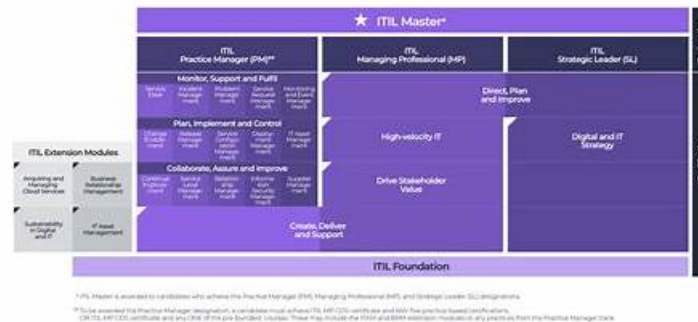


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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 (Q17-Q22):

NEW QUESTION # 17

An organization invested in the development and adoption of a common approach to release management. Which metric will help the organization to understand if this initiative has been successful?

- A. Alignment of release management procedures between the organization and its suppliers
- B. The satisfaction rating given by service consumers of individual releases
- C. The number of releases that were implemented after the target implementation date
- **D. The percentage of releases that do not result in incidents**

Answer: D

Explanation:

A common approach to release management aims to improve the reliability and stability of releases. The ITIL 4 Practitioner: Release Management document highlights key metrics for evaluating the success of release management: "Key metrics for release management often include the percentage of releases that do not result in incidents, as this indicates the stability and reliability of the release process" (Section 5.3).

* Option A (Alignment with suppliers) is a process improvement metric but doesn't directly measure the success of the release outcomes.

* Option B (The percentage of releases that do not result in incidents) directly measures the effectiveness of the release process by assessing its impact on service stability, aligning with the goal of a common approach to reduce errors and disruptions.

* Option C (Satisfaction rating) is a valuable metric but is more subjective and less directly tied to the operational success of a common approach.

* Option D (Number of delayed releases) measures timeliness but not the quality or stability of the releases.

The best metric to assess the success of a standardized release management approach is the reduction in incidents, making B the correct answer.

NEW QUESTION # 18

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

Answer: C

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 # 19

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. Identifying an applicable model for a release instance
- C. Verifying a release according to the release plan
- **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 # 20

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. Product architecture and service relationship analysis
- C. Release execution
- **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 # 21

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

Answer: D

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 # 22

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