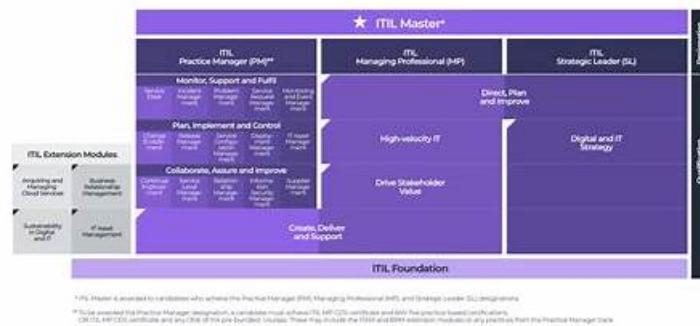


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

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 (Q16-Q21):

NEW QUESTION # 16

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

Answer: B

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 # 17

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. Identifying an applicable model for a release instance
- B. Performing a release according to an agreed model
- C. Verifying a release according to the release plan
- 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 # 18

A new release manager wants to explain to the organization's service consumers the purpose of a new release management practice. What should the release manager say to the service consumers to help them realize the value of release management?

- A. The release management practice will ensure the quick use of improved services after new service features have been made available.
- B. The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.
- C. The release management practice will ensure that new service features are available to the service operations team to reduce business losses.
- D. The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.

Answer: A

NEW QUESTION # 19

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. Analysis and reporting tools
- C. Enterprise architecture tools
- D. Monitoring and event management tools

Answer: C

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 # 20

A release manager has noticed that the organization has many standardized services provided to international organizations. Which aspect of release management will this situation directly affect?

- A. The release plans
- B. The release models
- C. Continuous integration
- D. Continuous delivery

Answer: B

Explanation:

Standardized services provided to international organizations imply a need for consistency and scalability in how releases are managed across diverse contexts. The ITIL 4 Practitioner: Release Management document explains that release models are used to standardize the approach to releases: "Release models define the structure, contents, and schedule of releases... They ensure consistent and repeatable processes, which is particularly important for organizations with standardized services" (Section 3.2.2).

- * Option A (The release plans) refers to specific plans for individual releases, which may be affected indirectly but are not the primary aspect impacted by standardization needs.
- * Option B (Continuous integration) and Option C (Continuous delivery) are development practices that may interact with release management but are not directly affected by the need for standardization across international services.
- * Option D (The release models) is directly affected, as standardized services require well-defined release models to ensure consistency, repeatability, and scalability across international contexts.

The situation directly impacts the design and application of release models to accommodate standardized services globally. Thus, the correct answer is D.

NEW QUESTION # 21

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