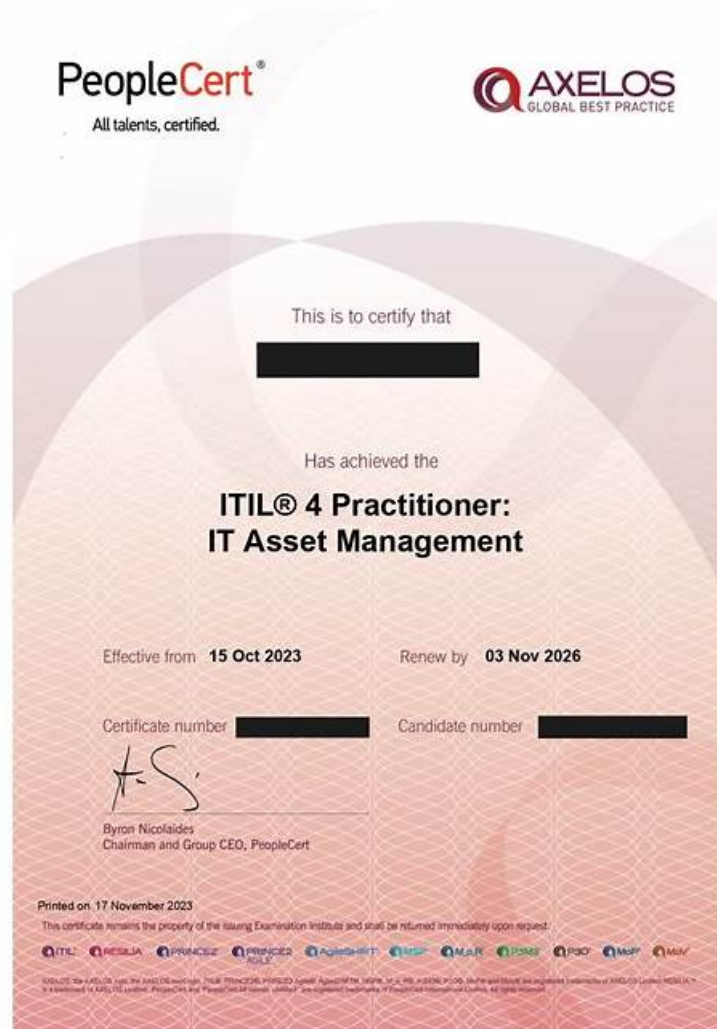


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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">• 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.

Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q17-Q22):

NEW QUESTION # 17

What is MOST LIKELY to affect how significantly an organization's release management activities are dependent on partners and suppliers?

- A. The source of the organization's products and technology solutions
- B. The amount of automation in the release management practice
- C. The maturity of the release management practice
- D. The knowledge level of the organization's users

Answer: A

Explanation:

The dependency on partners and suppliers in release management is influenced by the extent to which an organization relies on external products or services. The ITIL 4 Practitioner: Release Management document explains: "The source of the organization's products and technology solutions significantly affects the dependency on partners and suppliers, as reliance on external software, hardware, or services increases the need for coordination during releases" (Section 3.4).

* Option A (The knowledge level of users) impacts user adoption but not the dependency on suppliers for release activities.

* Option B (The maturity of the practice) affects internal efficiency, not the structural dependency on external parties.

* Option C (The amount of automation) influences how releases are executed but doesn't determine the dependency on suppliers.

* Option D (The source of products and technology solutions) directly determines how much the organization relies on external parties, affecting release management dependency.

The correct answer is D, as the source of technology solutions most significantly impacts supplier dependency.

NEW QUESTION # 18

What automation tools should be used to help a release manager understand how the organization's services are related to one another?

- A. Enterprise architecture tools
- B. Monitoring and event management tools
- C. Analysis and reporting tools
- D. Work planning and prioritization tools

Answer: A

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 # 19

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

Answer: C

Explanation:

The concern about unnecessary and missing activities in releases points to issues with the release models being used. The ITIL 4 Practitioner: Release Management document 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 engagement but 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 # 20

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. Establish a centralized release management team to manage all releases

- C. Delegate all release management responsibilities to product and project teams
- D. Appoint a release manager in every product team to coordinate and coach the team members

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 # 21

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

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 # 22

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