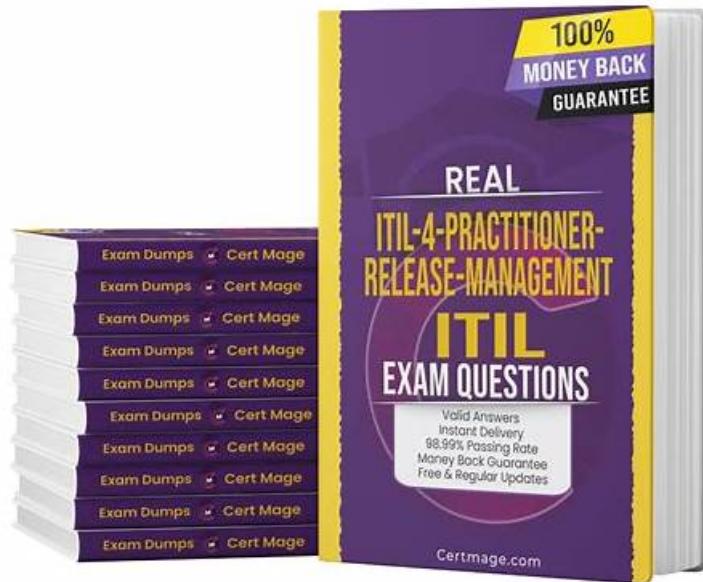


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

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.

ITIL-4-Practitioner-Release-Management Free Sample, Reliable ITIL-4-Practitioner-Release-Management Exam Answers

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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q21-Q26):

NEW QUESTION # 21

A service provider is reviewing its release management practice. It has been found that most releases meet their objectives and are delivered on time. However, teams and organizations using the service provider's services are complaining that sometimes software updates interrupt their work during peak business hours.

What should the service provider do to improve the release management practice by applying the 'collaborate and promote visibility' guiding principle?

- A. Review the effectiveness of release models
- B. Optimize the practice for the value streams
- C. Do not overcomplicate the practice
- D. Ensure an excellent user experience

Answer: D

Explanation:

The 'collaborate and promote visibility' guiding principle in ITIL 4 emphasizes working with stakeholders to ensure transparency and alignment with their needs. The ITIL 4 Practitioner: Release Management document advises: "Applying the 'collaborate and promote visibility' principle involves working closely with stakeholders, such as service consumers, to understand their needs and ensure releases do not disrupt their operations, thereby ensuring an excellent user experience" (Section 5.1).

* The issue is that updates interrupt work during peak hours, indicating a lack of collaboration with users to understand their schedules and needs.

* Option A (Ensure an excellent user experience) directly addresses this by implying collaboration with users to schedule releases at non-disruptive times, aligning with the principle.

* Option B (Review the effectiveness of release models) is an internal activity and doesn't directly involve collaboration with stakeholders.

* Option C (Optimize the practice for the value streams) focuses on value stream efficiency but doesn't specifically address user collaboration.

* Option D (Do not overcomplicate the practice) is unrelated to the collaboration principle.

The correct answer is A, as ensuring an excellent user experience through collaboration directly applies the principle to address the issue.

NEW QUESTION # 22

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

Answer: C

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 # 23

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 # 24

A service provider is receiving poor feedback from customers about releases of updates to a software product.

A review has shown that releases are often delayed or have to be repeated due to a lack of information about their impact on business processes and on other IT systems. The service provider is reviewing the value streams involving the software releases. Which step of the value stream analysis should the service provider use to understand the required information and dependencies?

- A. Identifying the scope of the value stream analysis
- B. Reflecting on the 'as is' value stream map
- C. Identifying the workflow steps
- D. Creating a 'to be' value stream map

Answer: B

Explanation:

Value stream analysis in ITIL 4 helps identify inefficiencies and dependencies in processes like release management. The ITIL 4 Practitioner: Release Management document notes: "Reflecting on the 'as is' value stream map allows organizations to understand the current state, including dependencies and impacts on business processes and IT systems, which can reveal gaps in information that lead to delays or failures" (Section 4.3).

- * Option A (Creating a 'to be' value stream map) focuses on designing the future state, which comes after understanding the current state.
- * Option B (Reflecting on the 'as is' value stream map) is the correct step to understand current impacts and dependencies,

identifying the root cause of delays and repeats.

- * Option C (Identifying the scope of the value stream analysis) is an initial step but doesn't directly address understanding impacts.
- * Option D (Identifying the workflow steps) is part of mapping but doesn't emphasize reflection on impacts and dependencies.

The correct answer is B, as reflecting on the current value stream map helps uncover the missing information about impacts.

NEW QUESTION # 25

During a value stream walk of the incident resolution value stream, an organization has realized that some incidents take longer to resolve because installation of overdue software updates is required. What should the organization do to improve the incident resolution times?

- A. Ensure that required updates are enforced as part of the ongoing operations and maintenance
- B. Include release of the required updates in the incident resolution activities
- C. Include release of the required updates in the request fulfilment activities
- D. Ensure that required updates are included in the release of the new services

Answer: A

Explanation:

This scenario involves using technology to improve incident resolution by addressing overdue updates. The ITIL 4 Practitioner: Release Management document states: "To prevent delays in incident resolution due to overdue updates, release management can enforce updates as part of ongoing operations and maintenance, using automated tools to ensure systems are up-to-date" (Section 4.2).

- * Option A (Include updates in incident resolution activities) is reactive and inefficient, as it delays resolution by embedding release activities into incident handling.
- * Option B (Ensure updates are enforced as part of ongoing operations and maintenance) is proactive, using technology to keep systems updated, thus reducing incident resolution times by preventing the issue.
- * Option C (Include updates in request fulfilment activities) addresses user requests, not the root cause of incident delays.
- * Option D (Ensure updates are included in the release of new services) doesn't address existing systems needing updates, only new services.

The correct answer is B, as it leverages technology in operations to proactively manage updates, aligning with ITIL 4 principles.

NEW QUESTION # 26

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