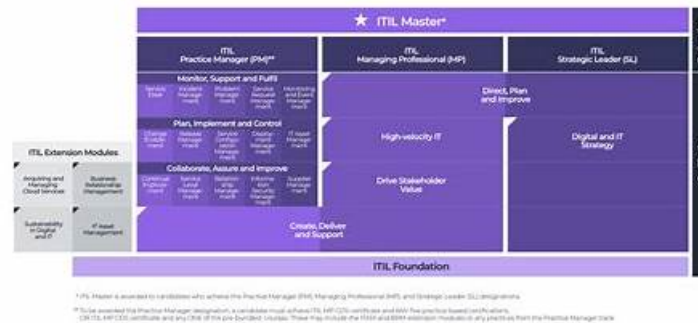


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

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.

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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10

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 maturity of the release management practice
- C. The amount of automation in 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 # 11

A retail organization is hiring a new release manager. The vacancy description indicates that successful candidates should have good knowledge of technologies and platforms used by the organization, good knowledge of ITIL and DevOps, and experience in retail. What other skill is important to the release management role?

- A. Understanding of the organization's business
- B. Technical expertise
- C. Knowledge of service management frameworks
- D. Project planning and coordination

Answer: D

Explanation:

The release management role in ITIL 4 requires a range of competencies to ensure effective coordination and execution of releases. The ITIL 4 Practitioner: Release Management document states: "A release manager must have strong project planning and coordination skills to manage the scheduling, communication, and execution of releases, ensuring alignment with organizational goals and minimal disruption" (Section 3.3).

- * Option A (Knowledge of service management frameworks) is already covered by the requirement of ITIL knowledge in the vacancy description, so it's not an additional skill.
 - * Option B (Project planning and coordination) is a critical skill for release managers, as they need to orchestrate complex release activities, manage timelines, and coordinate with stakeholders, which isn't explicitly covered by the listed requirements.
 - * Option C (Technical expertise) is implied by the requirement for knowledge of technologies and platforms, so it's not an additional skill.
 - * Option D (Understanding of the organization's business) is important but less specific to release management compared to project planning, and the retail experience requirement already covers business context.
- The correct answer is B, as project planning and coordination is a key additional skill for effective release management.

NEW QUESTION # 12

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 # 13

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

Answer: D

Explanation:

The ITIL capability model assesses practices based on their maturity and ability to improve. The ITIL 4 Practitioner: Release Management document 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 from performance 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 # 14

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

Answer: A

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 # 15

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