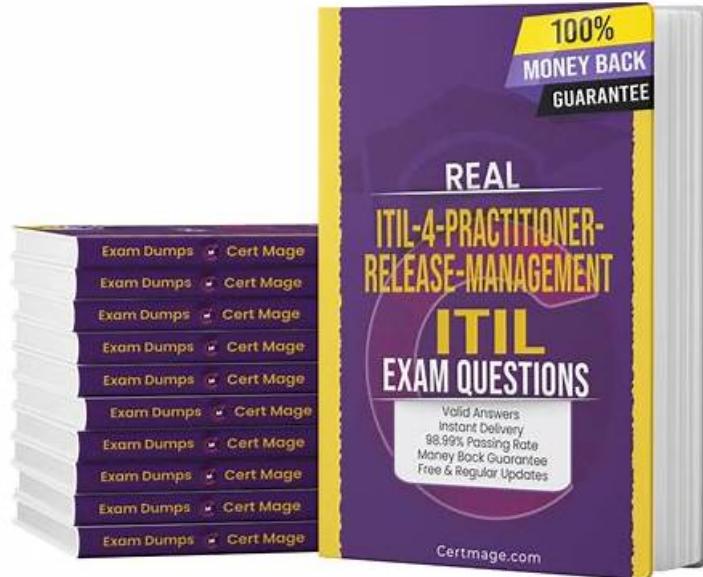


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## Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

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

#### NEW QUESTION # 10

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 that new service features are available to users to mitigate the service provider's risks.
- 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 the quick use of improved services after new service features have been made available.**

**Answer: D**

#### NEW QUESTION # 11

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 that new service features are available to users to mitigate the service provider's risks.
- 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 the quick use of improved services after new service features have been made available.**

**Answer: D**

Explanation:

The purpose of the release management practice in ITIL 4 is to make new and changed services and features available for use by ensuring a controlled and efficient release process. According to the ITIL 4 Practitioner: Release Management document, the purpose is defined as: "The purpose of the release management practice is to make new and changed services and features available for use" (Section 2.1). This focuses on delivering value to service consumers by enabling them to use improved or new services quickly and effectively.

\* Option A focuses on the service operations team performing tests, which is part of the release process but not the primary value perceived by service consumers.

\* Option B mentions reducing business losses for the operations team, which is an internal benefit, not a direct value for consumers.

\* Option C aligns directly with the purpose: "the quick use of improved services after new service features have been made available" reflects the consumer-facing value of release management- ensuring they can benefit from new or improved services promptly.

\* Option D focuses on mitigating the service provider's risks, which is a provider-centric benefit, not a consumer-focused value statement.

Thus, the correct answer is C, as it directly addresses the value to service consumers by emphasizing the availability and usability of

improved services, aligning with the ITIL 4 definition of release management's purpose.

### NEW QUESTION # 12

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. Work planning and prioritization tools
- C. Analysis and reporting tools
- D. Monitoring and event management 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 # 13

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. Project planning and coordination
- C. Knowledge of service management frameworks
- D. Technical expertise

#### Answer: B

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 # 14

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. Review current release models, create additional models where appropriate, and automate where possible

- B. Introduce proactive communication channels for the service provider to make release management processes more efficient
- C. Automate the release management activities together with development activities
- D. Ensure that release management key metrics are integrated with metrics relating to deployment management and change enablement

**Answer: A**

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 # 15**

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