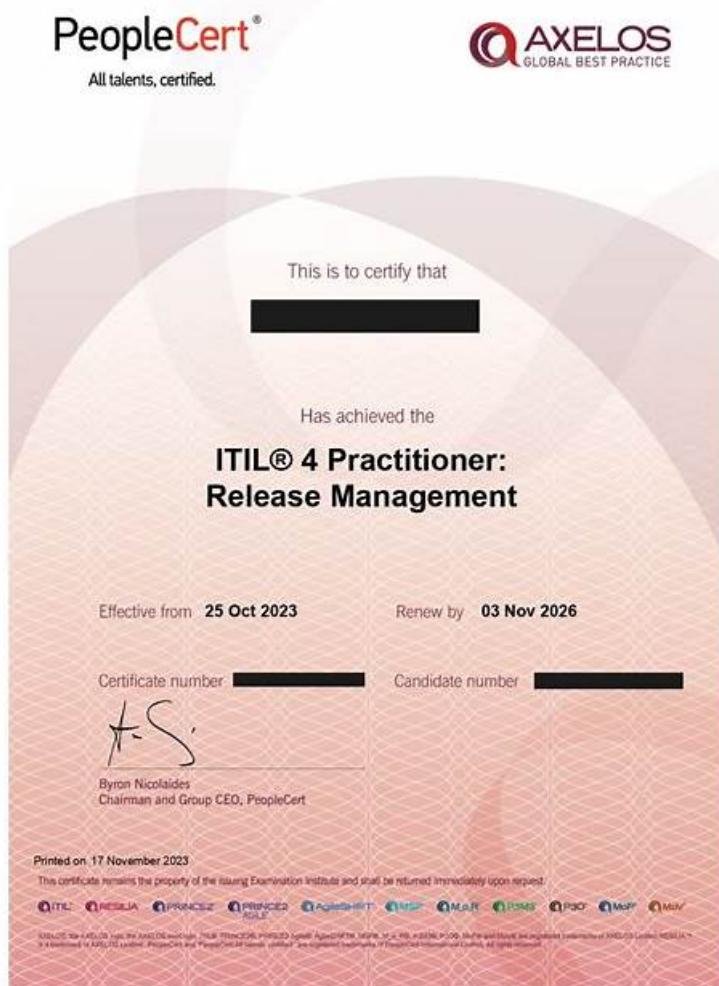


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Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

| 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 (Q13-Q18):

NEW QUESTION # 13

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

Answer: A

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 # 14

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 reduce business losses.
- C. The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.
- D. The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.

Answer: A

NEW QUESTION # 15

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. Enterprise architecture tools
- C. Workflow management and collaboration tools
- D. Analysis and reporting 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 # 16

A release manager has decided on a policy of not allowing users to choose to accept software updates. What is this an example of?

- A. A 'push' approach
- B. Continuous delivery
- C. A 'pull' approach
- D. Continuous integration

Answer: A

Explanation:

The ITIL 4 Practitioner: Release Management document explains the difference between push and pull approaches in release management: "In a push approach, updates are deployed to users without giving them a choice, often to ensure compliance or security. In a pull approach, users can choose when to adopt updates" (Section 3.2.3).

* Option A (A 'pull' approach) is incorrect because a pull approach allows users to choose when to accept updates, which contradicts the scenario.

* Option B (A 'push' approach) is correct, as the policy of not allowing users to choose means the updates are automatically deployed to them, fitting the definition of a push approach.

* Option C (Continuous delivery) and Option D (Continuous integration) are development practices, not release deployment strategies. Continuous delivery involves making releases available frequently, but it doesn't specify whether users must accept them (push) or can choose (pull).

The scenario describes a push approach, making B the correct answer.

NEW QUESTION # 17

Which is a key input to the release planning and coordination process?

- A. Notifications to stakeholders about the release status
- B. Updates to the continual improvement register
- C. Documented findings on the success of a release
- D. **Details about the users who will be affected**

Answer: D

Explanation:

The release planning and coordination process in ITIL 4 Release Management requires inputs to ensure effective planning and execution of releases. The ITIL 4 Practitioner: Release Management document specifies: "Key inputs to release planning and coordination include details about the users who will be affected, as this helps in scheduling and communicating the release to minimize disruption" (Section 3.2.1).

- * Option A (Documented findings on the success of a release) is an output of a release evaluation, not an input to planning.
- * Option B (Updates to the continual improvement register) may inform long-term improvements but isn't a direct input to planning a specific release.
- * Option C (Details about the users who will be affected) is a critical input, as understanding the user base helps tailor the release schedule, communication, and impact mitigation strategies.
- * Option D (Notifications to stakeholders about the release status) is an output of the release process, not an input to planning.

The correct answer is C, as user details are essential for effective release planning and coordination.

NEW QUESTION # 18

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