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

Topic	Details
Topic 1	<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.
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">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.

Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q15-Q20):

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 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. Knowledge of service management frameworks
- B. Project planning and coordination
- C. Understanding of the organization's business
- 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 # 17

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

Answer: B

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 # 18

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. Optimize the practice for the value streams
- B. Do not overcomplicate the practice
- C. Review the effectiveness of release models
- 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 # 19

An organization has a dedicated release management team that is effective in managing releases, but this team has very poor coordination with the change enablement team. What capability level of release management does this indicate?

- A. Level 2
- B. Level 4
- C. Level 1
- D. Level 3

Answer: A

Explanation:

The ITIL capability model evaluates not only the effectiveness of a practice but also its integration with other practices. The ITIL 4 Practitioner: Release Management document states: "Level 2 (Managed) indicates that the practice is effective in its own scope but may lack integration with other practices. Level 3 (Defined) requires standardized processes and effective coordination with related practices like change enablement" (Section 5.2).

* The scenario shows that the release management team is effective (meeting Level 2), but poor coordination with the change enablement team indicates a lack of integration.

* Level 1 (Ad-hoc) would mean no consistent process, which isn't the case here since the team is effective.

* Level 3 requires integration and standardization across practices, which is not met due to poor coordination.

* Level 4 is even more advanced, requiring quantitative management, which isn't applicable.

The capability level is B (Level 2), as the practice is effective but lacks the integration needed for Level 3.

NEW QUESTION # 20

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