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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">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 3	<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.

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Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q11-Q16):

NEW QUESTION # 11

A large organization is adjusting its IT organizational structure to optimize for faster, more collaborative, and less bureaucratic working practices. There is a significant number of changes and related releases that are handled by the product and project teams. What is the BEST way for the organization to position release management in the new organizational structure?

- A. Delegate all release management responsibilities to product and project teams
- B. Establish a centralized release management team to manage all releases
- C. Appoint a release manager in every product team to coordinate and coach the team members
- D. **Delegate most release management responsibilities to product and project teams but appoint a release manager to coordinate and coach the teams**

Answer: D

Explanation:

In a collaborative, less bureaucratic structure, release management needs to balance decentralization with oversight to ensure consistency and alignment. The ITIL 4 Practitioner: Release Management document advises: "In organizations adopting collaborative practices, release management responsibilities can be delegated to product and project teams to enable faster decision-making, but a release manager should be appointed to coordinate and coach the teams, ensuring consistency and adherence to standards" (Section 3.3.2).

- * Option A (Centralized team) contradicts the goal of reducing bureaucracy and enabling faster, collaborative practices.
- * Option B (Delegate all responsibilities) risks inconsistency and lack of oversight, which can lead to uncoordinated releases.
- * Option C (Delegate most responsibilities but appoint a release manager to coordinate and coach) balances decentralization with oversight, aligning with the goal of faster, collaborative practices while maintaining consistency.
- * Option D (Appoint a release manager in every team) is overly resource-intensive and may lead to fragmented approaches across teams.

The correct answer is C, as it best supports the new organizational structure while ensuring effective release management.

NEW QUESTION # 12

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 the service operations team to enable them to perform tests.
- 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 the quick use of improved services after new service features have been made available.**
- D. The release management practice will ensure that new service features are available to users to mitigate the service provider's risks.

Answer: C

NEW QUESTION # 13

A release manager has noticed that the organization has many standardized services provided to international organizations. Which aspect of release management will this situation directly affect?

- A. The release models
- B. Continuous integration
- C. Continuous delivery
- D. The release plans

Answer: A

Explanation:

Standardized services provided to international organizations imply a need for consistency and scalability in how releases are managed across diverse contexts. The ITIL 4 Practitioner: Release Management document explains that release models are used to standardize the approach to releases: "Release models define the structure, contents, and schedule of releases... They ensure consistent and repeatable processes, which is particularly important for organizations with standardized services" (Section 3.2.2).

* Option A (The release plans) refers to specific plans for individual releases, which may be affected indirectly but are not the primary aspect impacted by standardization needs.

* Option B (Continuous integration) and Option C (Continuous delivery) are development practices that may interact with release management but are not directly affected by the need for standardization across international services.

* Option D (The release models) is directly affected, as standardized services require well-defined release models to ensure consistency, repeatability, and scalability across international contexts.

The situation directly impacts the design and application of release models to accommodate standardized services globally. Thus, the correct answer is D.

NEW QUESTION # 14

A service owner is initiating the release planning and coordination process for a complex project. What is an example of the FIRST activity that the service owner should undertake in this instance?

- A. Check that an automated notification has been sent to stakeholders
- B. Test the service components and take remedial action as necessary
- C. Select a release model that fits with the types of changes to be included in the release
- D. Ensure that the release procedures are appropriate for the particular release under consideration

Answer: C

Explanation:

The release planning and coordination process begins with defining the approach for the release. The ITIL 4 Practitioner: Release Management document states: "The first step in release planning and coordination is to select an appropriate release model that fits the types of changes to be included in the release. This ensures that the release approach aligns with the nature and complexity of the changes" (Section 3.2.1).

* Option A (Test the service components) is part of the release execution or testing phase, not the first step in planning.

* Option B (Ensure that the release procedures are appropriate) is a subsequent step after selecting the model, to confirm procedural alignment.

* Option C (Select a release model) is the first activity, as it sets the foundation for how the release will be structured and managed, especially for a complex project.

* Option D (Check that an automated notification has been sent) occurs later, during the communication phase of the release process.

The correct answer is C, as selecting the release model is the initial step in release planning.

NEW QUESTION # 15

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 3
- B. Level 2

- C. Level 5
- D. Level 4

Answer: B

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 # 16

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