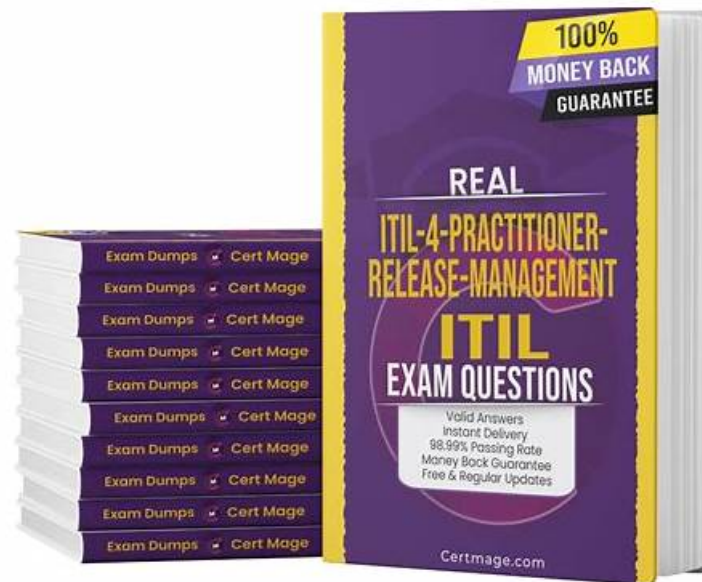


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## Peoplecert ITIL-4-Practitioner-Release-Management Exam Syllabus Topics:

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>• 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>
Topic 3	<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>

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### Peoplecert ITIL 4 Practitioner: Release Management Exam Sample Questions (Q13-Q18):

#### NEW QUESTION # 13

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 the quick use of improved services after new service features have been made available.
- C. The release management practice will ensure that new service features are available to the service operations team to enable them to perform tests.
- D. The release management practice will ensure that new service features are available to the service operations team to reduce business losses.

**Answer: B**

#### NEW QUESTION # 14

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 4
- C. Level 5
- 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 # 15

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

**Answer: C**

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 # 16

Which activity of the 'release model development and improvement' process is used to standardize the preparation of release instances?

- A. Release model review and development
- B. Release execution
- C. Release management approach review and development
- D. Product architecture and service relationship analysis

**Answer: A**

Explanation:

The release model development and improvement process aims to create and refine standardized models for releases. The ITIL 4 Practitioner: Release Management document explains: "Release model review and development involves defining and standardizing the structure, contents, and schedule of releases to ensure consistency in the preparation of release instances" (Section 3.2.2).

\* Option A (Release management approach review and development) focuses on the overall practice approach, not specifically the preparation of release instances.

\* Option B (Release model review and development) directly addresses standardizing the preparation of release instances by defining repeatable models.

\* Option C (Product architecture and service relationship analysis) is a supporting activity to understand dependencies, not to standardize release preparation.

\* Option D (Release execution) is the process of deploying a release, not developing or standardizing models.

The correct answer is B, as it directly relates to standardizing release preparation through model development.

### NEW QUESTION # 17

A release manager is considering the involvement of third parties in the release management practice. Which release management activity is likely to have a dependency on third parties?

- A. Verifying a release according to the release plan
- B. Performing a release according to an agreed model

- C. Release management alignment with other practices
- D. Identifying an applicable model for a release instance

**Answer: B**

Explanation:

Third parties, such as suppliers or vendors, often play a role in the execution of releases, especially when they provide components or services involved in the release. The ITIL 4 Practitioner: Release Management document states: "Performing a release according to an agreed model often involves dependencies on third parties, such as suppliers providing software updates, infrastructure, or support services, which need to be integrated during the release execution" (Section 3.4).

\* Option A (Release management alignment with other practices) is an internal coordination activity, less likely to directly involve third parties.

\* Option B (Identifying an applicable model) is a planning activity typically handled internally by the release manager.

\* Option C (Performing a release according to an agreed model) directly involves executing the release, which often requires third-party components or services, creating a dependency.

\* Option D (Verifying a release) may involve third-party tools but is less dependent on their active participation compared to execution.

The correct answer is C, as performing the release is the activity most likely to depend on third parties.

## NEW QUESTION # 18

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