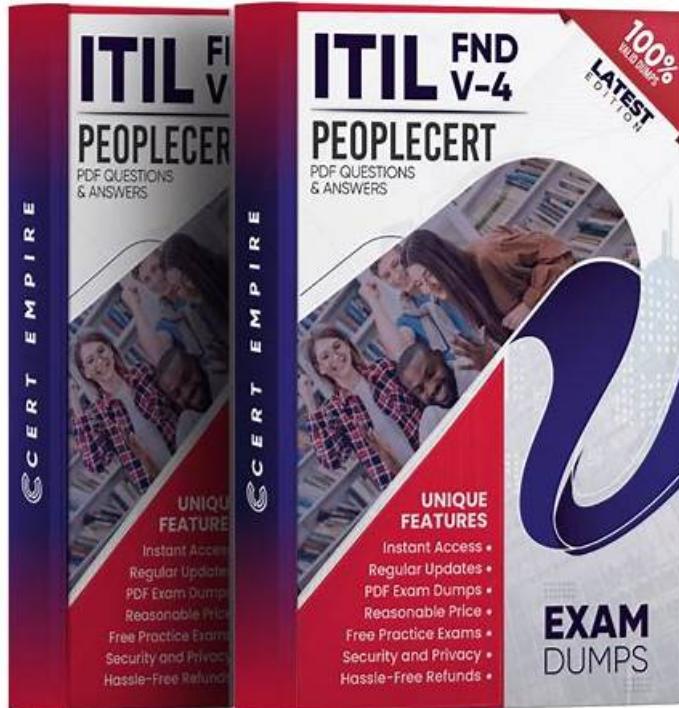


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## Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Roles and competencies: This section of the exam measures the skills of a Change Implementation Lead and focuses on identifying essential roles within Deployment Management and the competencies needed to perform them effectively. It explores how to position deployment responsibilities within an organization and what skill sets are necessary to ensure deployment tasks are carried out successfully.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Information and technology: This section of the exam measures the skills of a Service Transition Manager and explores how technology and information systems support deployment activities. It covers how tools and digital platforms can enhance the planning, tracking, and execution of deployment efforts, ultimately contributing to more reliable and streamlined service rollouts.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Practice success: This section of the exam measures the skills of a Change Implementation Lead and explains how to achieve success with Deployment Management through the application of ITIL guiding principles. It focuses on strategies that help establish a robust and value-driven deployment approach that aligns with business objectives and delivers measurable outcomes.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Partners and suppliers: This section of the exam measures the skills of a Change Implementation Lead and examines the influence of partners and suppliers in the deployment process. It highlights the importance of effective collaboration and communication with external stakeholders to ensure that deployments are delivered according to expectations and with minimal risks.</li></ul>

## Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q16-Q21):

### NEW QUESTION # 16

[Understand the Key Concepts of Deployment Management]

An IT service provider is using continuous integration and is considering the introduction of continuous delivery. Which is a benefit of this proposed change for the service provider?

- A. Code is tested iteratively and frequently
- B. Users experience changes which are smaller and more frequent
- C. Developers spend less time fixing issues in their code
- D. Deployments of software builds are scripted to allow for automation

**Answer: B**

Explanation:

Continuous delivery (CD) in ITIL 4 extends continuous integration (CI) by ensuring that every validated change is ready for deployment to production, enabling smaller and more frequent releases. The key benefit for users is that they experience changes which are smaller and more frequent (Option D), reducing risk, improving feedback cycles, and delivering value faster.

Option A (Developers spend less time fixing issues in their code): Incorrect, as while CD may reduce some issues through automation, this is not its primary benefit, and CI already includes frequent testing to catch issues early.

Option B (Code is tested iteratively and frequently): Incorrect, as iterative and frequent testing is a feature of continuous integration, not a new benefit introduced by continuous delivery.

Option C (Deployments of software builds are scripted to allow for automation): Incorrect, as scripting and automation are part of both CI and CD pipelines, not a unique benefit of introducing CD.

Option D (Users experience changes which are smaller and more frequent): Correct, as CD enables rapid, incremental releases to production, directly benefiting users with faster and less disruptive updates.

### NEW QUESTION # 17

[Engage with Stakeholders and Suppliers]

How will suppliers support the development of an organization's deployment management practice?

- A. Create deployment models based on those of other organizations
- **B. Advise on the selection of tools that can be used across the organization's value streams**
- C. Develop value streams for the organization utilizing deployment management where appropriate
- D. Define the practice success factors for deployment management

**Answer: B**

Explanation:

Suppliers play a key role in supporting deployment management by providing expertise, tools, and services that align with organizational needs. Option A is correct, as suppliers often advise on selecting tools that integrate with the organization's value streams, ensuring consistency and scalability in deployment practices.

Option A (Advise on the selection of tools that can be used across the organization's value streams): Correct, as suppliers have industry knowledge and can recommend tools (e.g., CI/CD platforms) that enhance deployment efficiency across multiple value streams, aligning with ITIL 4's focus on value-driven tool selection.

Option B (Define the practice success factors for deployment management): Incorrect, as defining success factors is an internal responsibility of the organization, based on its goals and context, not a supplier's role.

Option C (Create deployment models based on those of other organizations): Incorrect, as deployment models should be tailored to the organization's unique needs, not copied from others, per ITIL 4's context-specific approach.

Option D (Develop value streams for the organization utilizing deployment management where appropriate): Incorrect, as developing value streams is an internal strategic activity, while suppliers typically provide support through tools or expertise, not by designing value streams.

**NEW QUESTION # 18**

[Use Tools and Techniques for Deployment]

An organization is facing errors and delays when deploying software. An investigation has shown that these are often caused by the need for unplanned manual configuration of the target environments. What is the BEST recommendation for the organization to improve the success rate of deployments?

- A. Use incremental deployments
- B. Automate the CI/CD pipeline
- **C. Leverage Infrastructure as Code**
- D. Integrate build, test, and deployment activities

**Answer: C**

Explanation:

The issue of errors and delays due to unplanned manual configuration of target environments points to inconsistent or poorly managed environments. ITIL 4 recommends leveraging Infrastructure as Code (IaC) (Option A) to address this, as IaC automates and standardizes environment provisioning, ensuring consistency and reducing manual errors.

Option A (Leverage Infrastructure as Code): Correct, as IaC (e.g., using tools like Terraform or Ansible) defines environments in code, enabling repeatable, error-free setups and directly addressing the problem of manual configuration errors.

Option B (Use incremental deployments): Incorrect, as incremental deployments focus on releasing smaller changes but do not address the root cause of environment configuration issues.

Option C (Integrate build, test, and deployment activities): Incorrect, as while integration improves pipeline flow, it does not specifically resolve manual configuration errors in target environments.

Option D (Automate the CI/CD pipeline): Incorrect, as automating the pipeline is a broader solution that may include IaC, but it is not specific enough to address the environment configuration issue directly.

**NEW QUESTION # 19**

[Use Tools and Techniques for Deployment]

Which automation tools should be used to transport and install configuration items into a test environment?

- A. Service configuration management tools
- B. Work planning and prioritization tools
- C. Environment configuration and management tools
- **D. Deployment tools**

**Answer: D**

## NEW QUESTION # 20

[Measure and Improve Deployment Management]

Which capability criterion should be used to assess if the organization is succeeding in increasing the capability level of its deployment management practice by maintaining an effective deployment approach?

- A. Deployment rules are integrated with policies and rules for changes and releases
- B. Deployments include required technologies and information flows
- C. Deployments are supported by relevant competences
- D. **New and changed services and service components are successfully deployed**

**Answer: D**

Explanation:

ITIL 4 defines capability levels based on outcomes and value delivery, with higher levels indicating reliable and effective practices.

To assess whether an organization is increasing its deployment management capability by maintaining an effective approach, the key criterion is whether new and changed services and service components are successfully deployed (Option A). This outcome-focused measure directly indicates the practice's reliability and alignment with organizational goals.

Option A (New and changed services and service components are successfully deployed): Correct, as successful deployments are the primary indicator of an effective deployment management practice, reflecting capability maturity in ITIL 4.

Option B (Deployments are supported by relevant competences): Incorrect, as while competences are important, they are a supporting factor, not the primary criterion for assessing capability outcomes.

Option C (Deployments include required technologies and information flows): Incorrect, as having the right technologies is a prerequisite, not a direct measure of deployment success or capability.

Option D (Deployment rules are integrated with policies and rules for changes and releases): Incorrect, as integration with other practices supports deployment but is not the key indicator of capability compared to actual deployment success.

## NEW QUESTION # 21

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