

一番優秀ITIL-4-Practitioner-Deployment-Management | 素晴らしいITIL-4-Practitioner-Deployment- Management試験復習試験 | 試験の準備方法ITIL 4 Practitioner: Deployment Management日本語関連対策



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Peoplecert ITIL-4-Practitioner-Deployment-Management 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none"> • パートナーとサプライヤー：このセクションでは、変更実装リーダーのスキルを評価し、導入プロセスにおけるパートナーとサプライヤーの影響力を検証します。導入が期待通りに、かつリスクを最小限に抑えて実施されるよう、外部のステークホルダーとの効果的なコラボレーションとコミュニケーションの重要性に焦点を当てます。
トピック 2	<ul style="list-style-type: none"> • 情報とテクノロジー：このセクションでは、サービス移行マネージャーのスキルを評価し、テクノロジーと情報システムが導入活動をどのようにサポートするかを検証します。ツールとデジタルプラットフォームが導入活動の計画、追跡、実行をどのように強化し、最終的により信頼性が高く効率的なサービス展開に貢献するかを網羅します。
トピック 3	<ul style="list-style-type: none"> • 実践プロセス：このセクションでは、サービス移行マネージャーのスキルを評価し、導入管理を形作る主要なプロセスを詳細に検証します。これらのプロセスと活動を組織のバリューチェーンと連携させることで、既存のサービスを中断することなく、導入を適切に計画、調整、実施する方法を概説します。
トピック 4	<ul style="list-style-type: none"> • 実践成功要因：この試験セクションでは、変更実装リーダーのスキルを評価し、実践成功要因と導入効果の評価に使用されるコアメトリクスの理解に焦点を当てます。サービス導入における効率性と成功の追跡の重要性、そしてこれらのメトリクスがサービス移行プロセス全体の安定性と俊敏性の向上にどのように役立つかを強調します。

Peoplecert ITIL 4 Practitioner: Deployment Management 認定 ITIL-4-Practitioner-Deployment-Management 試験問題 (Q14-Q19):

質問 # 14

[Integrate Deployment Management with Other Practices]

An organization's end users have complained that major software updates happen during work hours, with insufficient notice, and sometimes disrupt users' work for an unacceptably long time. The deployment manager already has close alignment with the release manager and release processes, and has implemented CI/CD. What is the BEST action for the organization to take to ensure new software features are relevant to the end-users?

- A. Integrate deployment management and configuration management activities to improve version control
- B. Embed validation and testing within the deployment models
- C. Align with the change enablement manager to improve the change planning procedures
- D. Use infrastructure as code to support the software deployment

正解: C

解説:

The issue involves poor timing, lack of notice, and disruptions from deployments, which points to deficiencies in change planning and communication. ITIL 4 emphasizes aligning deployment with change enablement to ensure changes are scheduled and communicated effectively, addressing user concerns. Option C, aligning with the change enablement manager to improve change planning procedures, directly tackles these issues by ensuring deployments are timed appropriately, users are informed, and disruptions are minimized, while also ensuring feature relevance through better planning.

Option A (Use infrastructure as code to support the software deployment): Incorrect, as IaC improves environment consistency but does not address scheduling, notice, or user relevance issues.

Option B (Embed validation and testing within the deployment models): Incorrect, as while testing improves quality, it does not resolve timing or communication problems affecting users.

Option C (Align with the change enablement manager to improve the change planning procedures): Correct, as change enablement ensures deployments are planned with user needs in mind, including timing, communication, and relevance of features.

Option D (Integrate deployment management and configuration management activities to improve version control): Incorrect, as version control enhances deployment accuracy but does not address user complaints about timing or disruption.

質問 # 15

[Apply Deployment Management Processes]

What key output of the 'deployment model development and improvement' process can be used to trigger implementation of a newly

updated deployment model?

- A. Deployment review reports
- B. Lessons learned
- C. Change request
- D. Updated knowledge management articles

正解: C

解説:

In ITIL 4, the deployment model development and improvement process involves creating or refining models to enhance deployment effectiveness. Implementing a newly updated deployment model typically requires formal authorization and coordination, which is achieved through a change request (Option B). A change request initiates the process to assess, approve, and execute the model update in a controlled manner, ensuring alignment with organizational governance and other practices like change enablement.

Option A (Lessons learned): Incorrect, as lessons learned are an output for improving future processes, not a trigger for implementing a new model.

Option B (Change request): Correct, as a change request is the formal mechanism to propose and implement a new or updated deployment model, per ITIL 4's integration with change enablement.

Option C (Updated knowledge management articles): Incorrect, as knowledge articles support documentation and training but do not trigger implementation.

Option D (Deployment review reports): Incorrect, as review reports provide insights or feedback, not the authorization needed to implement a model.

質問 # 16

[Integrate Deployment Management with Other Practices]

A large organization wants to manage its IT services by analyzing and improving value streams. It is unsure how to combine value streams and management practices, such as change enablement and deployment management. What is the CORRECT approach for this organization to take?

- A. Create several value streams that include change enablement, deployment management, and other practices such as continual improvement
- B. Create a separate value stream for each management practice
- C. Create one combined value stream for change enablement and deployment management
- D. Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement

正解: A

解説:

ITIL 4 emphasizes that value streams are designed to deliver specific outcomes by integrating relevant management practices tailored to the context of services or products. For a large organization, creating several value streams that incorporate practices like change enablement, deployment management, and continual improvement (Option A) is the most effective approach. This allows flexibility to address different services or workflows while ensuring practices are embedded where needed, aligning with ITIL 4's value-driven and context-specific principles.

Option A (Create a separate value stream for each management practice): Incorrect, as this fragments processes and contradicts ITIL 4's holistic approach, where practices work together within value streams to deliver outcomes, not in isolation.

Option B (Create one combined value stream for change enablement and deployment management): Incorrect, as limiting to a single value stream for only two practices may not account for other necessary practices or varying service needs, reducing flexibility.

Option C (Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement): Incorrect, as a single value stream for all practices may become overly complex and fail to address diverse service requirements in a large organization.

Option D (Create several value streams that include change enablement, deployment management, and other practices such as continual improvement): Correct, as it reflects ITIL 4's guidance to design multiple value streams tailored to specific services or products, integrating relevant practices to optimize value delivery.

質問 # 17

[Integrate Deployment Management with Other Practices]

A large multi-national organization uses DevOps principles to enable fast and effective development and implementation of software products. Each product team has a lot of independence, but a centralized IT governance team ensures consistency and adherence to

the organization's policies. Different people within the organization have different opinions about whether deployment management should be centralized or distributed among the teams. How should the deployment management practice be implemented and managed in this organization to ensure that the practice meets their needs?

- A. A centralized deployment management team should manage and coordinate deployments for all development teams
- B. Software developers in each team should take full responsibility for deployment of software that they develop
- C. Each development team should have an independent deployment manager who owns all aspects of deployment within that team
- **D. A centralized deployment management team should support the product teams by providing guidance and tooling**

正解: D

解説:

In a DevOps environment with independent product teams and centralized governance, ITIL 4 recommends balancing autonomy with consistency. Option C, where a centralized deployment management team supports product teams by providing guidance and tooling, aligns with this approach. It ensures that teams retain flexibility to deploy efficiently while benefiting from standardized tools, best practices, and governance, maintaining organizational alignment and reducing risks of inconsistency.

Option A (Each development team should have an independent deployment manager who owns all aspects of deployment within that team): Incorrect, as fully independent deployment managers per team could lead to inconsistent practices and tools, undermining centralized governance and creating silos.

Option B (A centralized deployment management team should manage and coordinate deployments for all development teams): Incorrect, as centralizing all deployment activities reduces team autonomy, contradicting DevOps principles of empowering teams and slowing down delivery.

Option C (A centralized deployment management team should support the product teams by providing guidance and tooling): Correct, as it supports DevOps autonomy while ensuring consistency through shared tools (e.g., CI/CD pipelines) and guidance, aligning with ITIL 4's focus on value co-creation and governance.

Option D (Software developers in each team should take full responsibility for deployment of software that they develop): Incorrect, as while developers often handle deployments in DevOps, completely bypassing a structured deployment management practice risks non-compliance with governance and inconsistent outcomes.

質問 # 18

[Apply Deployment Management Processes]

An organization is deploying new software and new servers to support a service that will be launched soon. Which TWO of these activities should the organization conduct as part of the 'verification of the service components' activity of the 'deployment lifecycle management' process?

Checking that the correct models of server have been supplied

Testing the software for defects

Creating a schedule for installing the new servers

Installing the new software to the newly installed servers

- A. 3 and 4
- **B. 1 and 2**
- C. 1 and 4
- D. 2 and 3

正解: B

解説:

In ITIL 4, the 'verification of service components' activity within the deployment lifecycle management process ensures that delivered components meet specifications before deployment. The correct activities are:

Activity 1 (Checking that the correct models of server have been supplied): Part of verification, as it confirms that the hardware components match requirements.

Activity 2 (Testing the software for defects): Part of verification, as it ensures the software is functional and free of critical issues before deployment.

Activity 3 (Creating a schedule for installing the new servers): Incorrect, as scheduling is a planning activity, not verification.

Activity 4 (Installing the new software to the newly installed servers): Incorrect, as installation is part of the deployment execution, not verification.

質問 # 19

現在の社会の中で優秀な人材が揃ってIT人材も多く、競争もとても大きくて、だから多くのIT者にはITに関する試験に参加するIT業界での地位のために奮闘しています。ITIL-4-Practitioner-Deployment-Management試験はPeoplecertの一つ重要な認証試験で多くのIT専門スタッフが認証される重要な試験です。

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