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

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<ul style="list-style-type: none">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.

Topic 3	<ul style="list-style-type: none"> The ITIL Capability model: This section of the exam measures the skills of a Service Transition Manager and introduces how capability criteria contribute to developing and maturing Deployment Management practices. It focuses on aligning organizational capabilities with ITIL best practices to maintain consistency, quality, and effectiveness in service transitions.
Topic 4	<ul style="list-style-type: none"> 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.
Topic 5	<ul style="list-style-type: none"> Practice processes: This section of the exam measures the skills of a Service Transition Manager and delves into the key processes that shape Deployment Management. It outlines how these processes and activities can be aligned with the organization's value stream to ensure that deployments are well-planned, coordinated, and delivered without disrupting existing services.
Topic 6	<ul style="list-style-type: none"> Practice success factors: This section of the exam measures the skills of a Change Implementation Lead and focuses on understanding practice success factors and the core metrics used to evaluate deployment effectiveness. It emphasizes the importance of tracking efficiency and success in service deployment and how these metrics help improve the overall stability and agility of the service transition process.
Topic 7	<ul style="list-style-type: none"> 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.

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q19-Q24):

NEW QUESTION # 19

[Understand the Key Concepts of Deployment Management]

Which is a key feature of continuous deployment which is not found in other CI/CD stages?

- A. It enables users to benefit immediately from changes**
- B. It predominantly uses staging environments
- C. It automatically tests software code
- D. It allows individual decisions about software releases

Answer: A

Explanation:

Continuous deployment (CD) in ITIL 4 is the most advanced stage of the CI/CD pipeline, where every validated change is automatically deployed to production without manual intervention. The key feature unique to continuous deployment, not found in continuous integration or continuous delivery, is that it enables users to benefit immediately from changes (Option B), as changes reach production instantly after passing automated tests.

Option A (It automatically tests software code): Incorrect, as automated testing is a feature of continuous integration and continuous

delivery, not unique to continuous deployment.

Option B (It enables users to benefit immediately from changes): Correct, as continuous deployment automatically pushes validated changes to production, delivering value to users without delay, unlike other CI/CD stages.

Option C (It predominantly uses staging environments): Incorrect, as continuous deployment minimizes reliance on staging environments, deploying directly to production.

Option D (It allows individual decisions about software releases): Incorrect, as continuous deployment eliminates manual release decisions, relying on automation for consistency.

NEW QUESTION # 20

[Measure and Improve Deployment Management]

An IT service manager is analyzing a value stream that is used to deploy new and changed services. The manager has interviewed many staff and has identified all the workflow steps. The manager is now evaluating the workflow steps so that they can plan improvements. Which activity should the manager carry out as part of this evaluation?

- A. Collect data about what happens in each workflow step
- B. Establish what value is created in each workflow step
- C. Define an ideal series of workflow steps for the future
- D. Identify wasteful steps that could be eliminated

Answer: B

Explanation:

ITIL 4's value stream analysis focuses on understanding the contribution of each step to overall value delivery to identify improvement opportunities. When evaluating workflow steps, the manager should establish what value is created in each step (Option D), as this provides the foundation for assessing whether steps are necessary, effective, or aligned with organizational goals. Option A (Collect data about what happens in each workflow step): Incorrect, as data collection is part of identifying steps (already done, per the question), not evaluating their value.

Option B (Identify wasteful steps that could be eliminated): Incorrect, as identifying waste is a subsequent action that depends on first understanding the value of each step.

Option C (Define an ideal series of workflow steps for the future): Incorrect, as defining future steps is part of planning improvements, not evaluating current steps.

Option D (Establish what value is created in each workflow step): Correct, as evaluating value per step is critical to understanding the stream's effectiveness and prioritizing improvements, per ITIL 4.

NEW QUESTION # 21

[Use Tools and Techniques for Deployment]

An organization manually notifies its development and operations teams about potentially faulty deployments. Which tools should be used to automate this process?

- A. Environment configuration and management tools
- B. Work planning and prioritization tools
- C. Service configuration management tools
- D. Workflow management and collaboration tools

Answer: D

Explanation:

Automating notifications about faulty deployments requires tools that facilitate communication and process orchestration between teams. ITIL 4 recommends workflow management and collaboration tools (Option B), such as Slack, Microsoft Teams, or ServiceNow, to automate alerts, streamline communication, and ensure timely responses to deployment issues.

Option A (Service configuration management tools): Incorrect, as these tools manage configuration item data in a CMDB, not notifications or team communication.

Option B (Workflow management and collaboration tools): Correct, as these tools automate notifications and enable seamless collaboration between development and operations teams, addressing the issue directly.

Option C (Work planning and prioritization tools): Incorrect, as tools like Jira focus on task management, not real-time notification automation.

Option D (Environment configuration and management tools): Incorrect, as these tools (e.g., Puppet) manage environment setups, not team notifications.

NEW QUESTION # 22

[Understand the Key Concepts of Deployment Management]

Which of the following BEST describes the scope of deployment management practice?

- A. The practice includes deploying network hubs but not additional software licenses to the live environment
- B. The practice includes updating service documentation and transferring it to the live environment
- C. The practice includes removing configuration documentation but not physical servers from the live environment
- D. **The practice includes deploying network hubs to and removing applications from staging environments**

Answer: D

Explanation:

ITIL 4's deployment management practice encompasses moving hardware, software, and associated components into or out of environments (e.g., staging, testing, or production) to support service delivery. Option A, which includes deploying network hubs (hardware) and removing applications from staging environments (software), accurately reflects this broad scope across the service lifecycle.

Option A (The practice includes deploying network hubs to and removing applications from staging environments): Correct, as it covers both hardware and software movements across environments, aligning with ITIL 4's definition of deployment management.

Option B (The practice includes updating service documentation and transferring it to the live environment): Incorrect, as updating and transferring documentation is part of knowledge management, not deployment management.

Option C (The practice includes removing configuration documentation but not physical servers from the live environment):

Incorrect, as deployment management includes moving physical servers, and configuration documentation is managed elsewhere.

Option D (The practice includes deploying network hubs but not additional software licenses to the live environment): Incorrect, as software licenses may be part of deployment if required, and the option arbitrarily limits the scope.

NEW QUESTION # 23

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

Answer: A

Explanation:

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.

NEW QUESTION # 24

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