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Peoplecert ITIL-4-Practitioner-Deployment-Management 考試大綱：

主題	簡介
主題 1	• 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.
主題 2	• 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.
主題 3	• 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.
主題 4	• 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.

最新的 ITIL Practitioner Level ITIL-4-Practitioner-Deployment-Management 免費考試真題 (Q13-Q18):

問題 #13
[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. Leverage Infrastructure as Code
- C. Automate the CI/CD pipeline
- D. Integrate build, test, and deployment activities

答案：B

解題說明：
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.

問題 #14
[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 deploying network hubs to and removing applications from staging environments
- C. The practice includes updating service documentation and transferring it to the live environment
- D. The practice includes removing configuration documentation but not physical servers from the live environment

答案：B

解題說明：
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.

問題 #15
[Engage with Stakeholders and Suppliers]
Which is NOT an example of how an organization should work with suppliers to improve its deployment management practice?

- A. Involving third parties in review and planning of the value streams that include deployment management
- B. Carefully selecting suppliers of software tools for CI/CD pipeline
- C. Developing and enforcing detailed and rigorous procedures for every interaction between suppliers and the organization
- D. Considering dependencies on third parties when analyzing service value streams which include deployment management

答案：C

解題說明：
ITIL 4 encourages collaborative and flexible relationships with suppliers to enhance deployment management, focusing on value co-creation rather than rigid controls. Option D is not aligned with this approach, as overly detailed and rigorous procedures can hinder adaptability and innovation in supplier relationships.
Option A (Considering dependencies on third parties when analyzing service value streams which include deployment management): Correct practice, as understanding supplier dependencies ensures effective integration of deployment activities into value streams.
Option B (Carefully selecting suppliers of software tools for CI/CD pipeline): Correct, as choosing reliable suppliers for CI/CD tools is critical to building a robust deployment management practice.
Option C (Involving third parties in review and planning of the value streams that include deployment management): Correct, as supplier involvement in planning fosters collaboration and ensures alignment with deployment goals.
Option D (Developing and enforcing detailed and rigorous procedures for every interaction between suppliers and the organization): Incorrect, as this approach is overly prescriptive and contradicts ITIL 4's emphasis on flexible, value-focused supplier relationships. It risks stifling collaboration and innovation.

問題 #16
[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 deploying network hubs to and removing applications from staging environments
- C. The practice includes updating service documentation and transferring it to the live environment
- D. The practice includes removing configuration documentation but not physical servers from the live environment

答案：B

解題說明：
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.

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

答案：B

解題說明：
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.

問題 #18
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