

Interactive ITIL-4-Practitioner-Deployment-Management Questions, ITIL-4-Practitioner-Deployment-Management Latest Exam Papers



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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">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.
Topic 3	<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 4	<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 5	<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 6	<ul style="list-style-type: none">Key concepts: This section of the exam measures the skills of a Service Transition Manager and covers the fundamental purpose of Deployment Management. It highlights why the structured management of service deployment is crucial for delivering new or modified services into the live environment efficiently while minimizing disruption and ensuring continuity in business operations.

Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q12-Q17):

NEW QUESTION # 12

[Apply Deployment Management Processes]

What should be done if a newly developed deployment model cannot be tested for technical reasons?

- A. Automate the activities of the new model before it is used
- **B. Closely monitor the first few uses of the new model**
- C. Carry out test deployments to see if the model works correctly
- D. Only use the new model after a way to test it has been found

Answer: B

Explanation:

When a newly developed deployment model cannot be tested due to technical limitations, ITIL 4 emphasizes a risk-based approach to deployment management to ensure stability and minimize disruption. Option C, closely monitoring the first few uses of the new model, aligns with ITIL 4's guidance to proceed cautiously when full testing is not feasible. This approach allows the organization to deploy the model in a controlled environment, observe its performance, and quickly address any issues, thereby reducing risk while gathering real-world data.

Option A (Only use the new model after a way to test it has been found): While testing is ideal, delaying deployment indefinitely until a testing method is found may not be practical, especially if business needs require timely deployment. This option is overly restrictive and does not balance risk with operational demands.

Option B (Carry out test deployments to see if the model works correctly): Conducting test deployments assumes testing is possible, which contradicts the question's premise that testing cannot be done for technical reasons. This makes the option invalid.

Option C (Closely monitor the first few uses of the new model): This is the most pragmatic approach, as it allows deployment with safeguards like monitoring to mitigate risks, aligning with ITIL's focus on value delivery and risk management.

Option D (Automate the activities of the new model before it is used): Automating an untested model could amplify risks, as automation without validation may propagate errors across environments.

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

Answer: A

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 # 14

[Understand the Key Concepts of Deployment Management]

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

- A. The practice includes updating service documentation and transferring it to the live environment
- B. The practice includes removing configuration documentation but not physical servers from the live environment
- C. The practice includes deploying network hubs but not additional software licenses to 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 # 15

[Apply Deployment Management Processes]

What should the organization keep in mind when planning improvements to deployment models?

- A. The impact of deployed software should not be considered when designing these models
- **B. Deployment model updates should consider inefficient processes**
- C. User resistance to updates is not a relevant factor to consider when designing deployment models
- D. The same deployment approach should be used for deployments of similar size

Answer: B

Explanation:

ITIL 4 emphasizes continual improvement in deployment management, which includes identifying and addressing inefficiencies in deployment models to enhance performance, reliability, and value delivery. Option D directly aligns with this principle by focusing on streamlining inefficient processes during model updates.

Option A (The impact of deployed software should not be considered when designing these models): Incorrect, as ITIL 4 stresses that the impact of deployments on services, users, and the organization is a critical consideration to ensure value and minimize disruption.

Option B (User resistance to updates is not a relevant factor to consider when designing deployment models): Incorrect, as user experience and acceptance are key factors in ITIL 4's value co-creation model, and resistance must be addressed to ensure successful deployments.

Option C (The same deployment approach should be used for deployments of similar size): Incorrect, as ITIL 4 advocates for context-specific deployment models tailored to the unique needs of each service or environment, not a one-size-fits-all approach.

Option D (Deployment model updates should consider inefficient processes): Correct, as improving deployment models involves analyzing current processes, identifying bottlenecks or waste, and optimizing workflows to deliver greater value.

NEW QUESTION # 16

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

Answer: A

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 A), such as Slack, Microsoft Teams, or ServiceNow, to automate alerts, streamline communication, and ensure timely responses to deployment issues.

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

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

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

NEW QUESTION # 17

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