

ITIL-4-Practitioner-Deployment-Management Well Prep

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

Topic	Details
Topic 1	<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 2	<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.
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"> 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 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.

Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q10-Q15):

NEW QUESTION # 10

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

Answer: B

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 # 11

[Understand Roles and Responsibilities]

A fast-growing service provider is introducing separate roles of deployment manager and deployment practitioner. Which TWO activities is a deployment manager responsible for?

Ensuring that deployment records are up-to-date and correct

Prioritizing multiple deployments that require use of the same resources
Ensuring deployment plans support other service management plans
Capturing and verifying users' opinions on deployments

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

Answer: C

Explanation:

In ITIL 4, the deployment manager role focuses on strategic and coordinating activities, such as overseeing resource allocation and aligning deployment plans with broader service management objectives. The correct activities are:

Activity 2 (Prioritizing multiple deployments that require use of the same resources): A deployment manager ensures efficient resource use by prioritizing conflicting deployments, a key managerial responsibility.

Activity 3 (Ensuring deployment plans support other service management plans): The deployment manager aligns deployment activities with other practices (e.g., change enablement, release management) to ensure coherence across service management, another strategic task.

Activity 1 (Ensuring that deployment records are up-to-date and correct): This is typically a task for a deployment practitioner, who handles operational details like record-keeping, not a manager's core responsibility.

Activity 4 (Capturing and verifying users' opinions on deployments): This aligns more with practices like relationship management or service desk activities, not the deployment manager's role, which focuses on planning and execution rather than user feedback collection.

NEW QUESTION # 12

[Measure and Improve Deployment Management]

An organization is aiming to achieve capability level 3 for the deployment management practice. What is an indication of the achievement of capability level 3?

- A. The deployment management team regularly suggests and implements improvement opportunities
- **B. Employees from other practices understand how deployment activities are integrated into relevant workflows**
- C. Deployment models are developed and implemented
- D. The deployment manager is able to report on the effectiveness of the deployment management practice

Answer: B

Explanation:

ITIL 4 defines capability level 3 for a practice as achieving integration across the organization, where the practice is embedded into broader workflows and understood by related practices. For deployment management, an indication of reaching capability level 3 is when employees from other practices understand how deployment activities are integrated into relevant workflows (Option B). This demonstrates cross-functional alignment and maturity, showing that deployment management is not siloed but part of the organization's value streams.

Option A (The deployment management team regularly suggests and implements improvement opportunities): Incorrect, as continual improvement is characteristic of higher capability levels (e.g., level 4), not the defining feature of level 3.

Option B (Employees from other practices understand how deployment activities are integrated into relevant workflows): Correct,

as level 3 focuses on integration and collaboration across practices, per ITIL 4's capability framework.

Option C (The deployment manager is able to report on the effectiveness of the deployment management practice): Incorrect, as reporting effectiveness is a general management task, not specific to level 3 maturity.

Option D (Deployment models are developed and implemented): Incorrect, as model development occurs at lower capability levels (e.g., level 1 or 2), not a hallmark of level 3.

NEW QUESTION # 13

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

Answer: C

Explanation:

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.

NEW QUESTION # 14

[Apply Deployment Management Processes]

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

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

Answer: A

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 # 15

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