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

NEW QUESTION # 19

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

Answer: C

Explanation:

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.

NEW QUESTION # 20

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

Answer: C

Explanation:

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.

NEW QUESTION # 21

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

Answer: A

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 # 22

[Apply Deployment Management Processes]

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

- A. The same deployment approach should be used for deployments of similar size
- 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 impact of deployed software should not be considered when designing these models

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 # 23

[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. Workflow management and collaboration tools
- D. Service configuration management tools

Answer: C

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 # 24

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