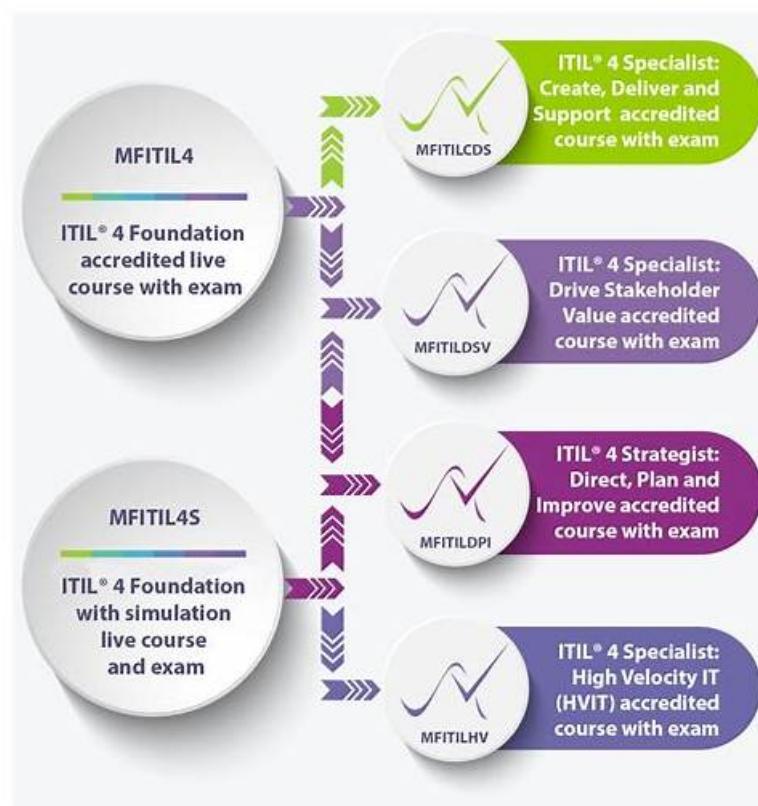


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Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> 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 4	<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 5	<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.

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q20-Q25):

NEW QUESTION # 20

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

Answer: A

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 # 21

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

Answer: D

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 # 22

[Apply Deployment Management Processes]

What key output of the 'deployment model development and improvement' process can be used to trigger implementation of a newly updated deployment model?

- A. Lessons learned
- B. Change request
- C. Deployment review reports
- D. Updated knowledge management articles

Answer: B

Explanation:

In ITIL 4, the deployment model development and improvement process involves creating or refining models to enhance deployment effectiveness. Implementing a newly updated deployment model typically requires formal authorization and coordination, which is achieved through a change request (Option B). A change request initiates the process to assess, approve, and execute the model update in a controlled manner, ensuring alignment with organizational governance and other practices like change enablement.

Option A (Lessons learned): Incorrect, as lessons learned are an output for improving future processes, not a trigger for implementing a new model.

Option B (Change request): Correct, as a change request is the formal mechanism to propose and implement a new or updated deployment model, per ITIL 4's integration with change enablement.

Option C (Updated knowledge management articles): Incorrect, as knowledge articles support documentation and training but do not trigger implementation.

Option D (Deployment review reports): Incorrect, as review reports provide insights or feedback, not the authorization needed to implement a model.

NEW QUESTION # 23

[Understand the Key Concepts of Deployment Management]

An IT service provider is using continuous integration and is considering the introduction of continuous delivery. Which is a benefit of this proposed change for the service provider?

- A. Users experience changes which are smaller and more frequent
- B. Deployments of software builds are scripted to allow for automation
- C. Developers spend less time fixing issues in their code
- D. Code is tested iteratively and frequently

Answer: A

Explanation:

Continuous delivery (CD) in ITIL 4 extends continuous integration (CI) by ensuring that every validated change is ready for deployment to production, enabling smaller and more frequent releases. The key benefit for users is that they experience changes which are smaller and more frequent (Option D), reducing risk, improving feedback cycles, and delivering value faster.

Option A (Developers spend less time fixing issues in their code): Incorrect, as while CD may reduce some issues through automation, this is not its primary benefit, and CI already includes frequent testing to catch issues early.

Option B (Code is tested iteratively and frequently): Incorrect, as iterative and frequent testing is a feature of continuous integration, not a new benefit introduced by continuous delivery.

Option C (Deployments of software builds are scripted to allow for automation): Incorrect, as scripting and automation are part of both CI and CD pipelines, not a unique benefit of introducing CD.

Option D (Users experience changes which are smaller and more frequent): Correct, as CD enables rapid, incremental releases to production, directly benefiting users with faster and less disruptive updates.

NEW QUESTION # 24

[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. The same deployment approach should be used for deployments of similar size
- C. User resistance to updates is not a relevant factor to consider when designing deployment models
- D. Deployment model updates should consider inefficient processes

Answer: D

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 # 25

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