

# **Exam ITIL-4-Practitioner-Deployment-Management Price & ITIL-4-Practitioner-Deployment-Management New Study Questions**



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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>

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## Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q18-Q23):

### NEW QUESTION # 18

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

### Answer: B

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 # 19

[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. 3 and 4
- B. 1 and 2
- C. 1 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 # 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. Software developers in each team should take full responsibility for deployment of software that they develop
- B. A centralized deployment management team should manage and coordinate deployments for all development teams
- **C. A centralized deployment management team should support the product teams by providing guidance and tooling**
- D. Each development team should have an independent deployment manager who owns all aspects of deployment within that team

#### 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

[Use Tools and Techniques for Deployment]

Which automation tools should be used to transport and install configuration items into a test environment?

- A. Environment configuration and management tools
- B. Service configuration management tools
- C. Work planning and prioritization tools
- **D. Deployment tools**

#### Answer: D

### NEW QUESTION # 22

[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. Integrate build, test, and deployment activities

- D. Automate the CI/CD pipeline

**Answer: B**

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 # 23

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