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

Topic	Details
Topic 1	• 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	• 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 3	• 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 4	• 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.

Exam ITIL-4-Practitioner-Deployment-Management Tests & Dumps ITIL-4-Practitioner-Deployment-Management Questions

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q17-Q22):

NEW QUESTION # 17
[Measure and Improve Deployment Management]
Which capability criterion should be used to assess if the organization is succeeding in increasing the capability level of its deployment management practice by maintaining an effective deployment approach?

- A. Deployment rules are integrated with policies and rules for changes and releases
- B. New and changed services and service components are successfully deployed
- C. Deployments include required technologies and information flows
- D. Deployments are supported by relevant competences

Answer: B

Explanation:
ITIL 4 defines capability levels based on outcomes and value delivery, with higher levels indicating reliable and effective practices. To assess whether an organization is increasing its deployment management capability by maintaining an effective approach, the key criterion is whether new and changed services and service components are successfully deployed (Option A). This outcome-focused measure directly indicates the practice's reliability and alignment with organizational goals.
Option A (New and changed services and service components are successfully deployed): Correct, as successful deployments are the primary indicator of an effective deployment management practice, reflecting capability maturity in ITIL 4.
Option B (Deployments are supported by relevant competences): Incorrect, as while competences are important, they are a supporting factor, not the primary criterion for assessing capability outcomes.
Option C (Deployments include required technologies and information flows): Incorrect, as having the right technologies is a prerequisite, not a direct measure of deployment success or capability.
Option D (Deployment rules are integrated with policies and rules for changes and releases): Incorrect, as integration with other practices supports deployment but is not the key indicator of capability compared to actual deployment success.

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 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 deploying network hubs but not additional software licenses to the live environment
- D. The practice includes updating service documentation and transferring it 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 # 19
[Use Tools and Techniques for Deployment]
Which automation tools should be used to transport and install configuration items into a test environment?

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

Answer: D

NEW QUESTION # 20
[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. Carry out test deployments to see if the model works correctly
- C. Only use the new model after a way to test it has been found
- D. Closely monitor the first few uses of the new model

Answer: D

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 # 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. 1 and 4
- C. 3 and 4
- D. 2 and 3

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

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