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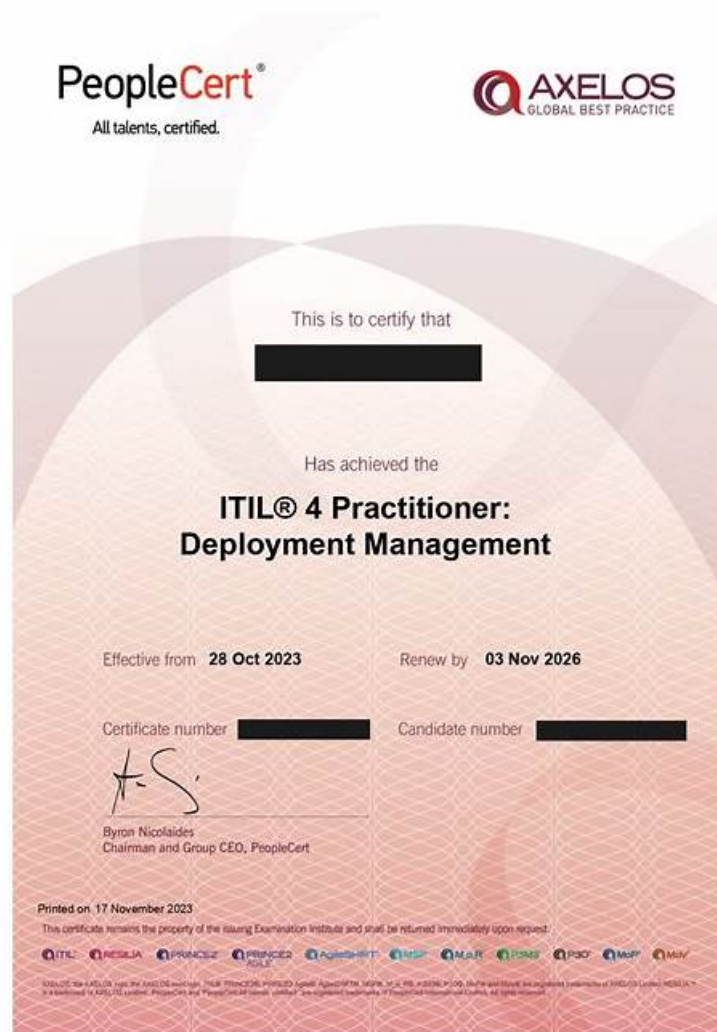
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Practitioner: Deployment Management

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q21-Q26):

NEW QUESTION # 21
[Measure and Improve Deployment Management]
An organization has an objective to create and use deployment approaches that would fit the needs of the organization and the context. How should the organization assess if this objective is achieved?

- A. By looking at the deployment backlog throughput
- B. By measuring percentage of deployments which did not follow the agreed policies and models
- C. By analyzing the adherence to deployment schedules
- D. By asking stakeholders about their satisfaction with deployment lead times

Answer: D

Explanation:
ITIL 4 emphasizes stakeholder satisfaction as a key indicator of whether a practice meets organizational needs and context, as it reflects the value delivered to users and the business. Option B, asking stakeholders about their satisfaction with deployment lead times, directly assesses whether deployment approaches are effective and aligned with expectations, making it the best method to evaluate the objective.
Option A (By looking at the deployment backlog throughput): Incorrect, as throughput measures efficiency but does not directly indicate whether the deployment approach fits the organization's needs or context.
Option B (By asking stakeholders about their satisfaction with deployment lead times): Correct, as stakeholder feedback on lead times reflects whether deployments are timely and valuable, aligning with ITIL 4's focus on value co-creation.
Option C (By measuring the percentage of deployments which did not follow the agreed policies and models): Incorrect, as non-compliance indicates process issues but does not directly assess fit with organizational needs or stakeholder satisfaction.
Option D (By analyzing the adherence to deployment schedules): Incorrect, as schedule adherence measures operational performance, not whether the approach meets broader contextual needs.

NEW QUESTION # 22
[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. Embed validation and testing within the deployment models
- B. Use infrastructure as code to support the software deployment
- C. Align with the change enablement manager to improve the change planning procedures
- D. Integrate deployment management and configuration management activities to improve version control

Answer: C

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 # 23
[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. User resistance to updates is not a relevant factor to consider when designing deployment models
- C. The impact of deployed software should not be considered when designing these 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 # 24
[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. Updated knowledge management articles
- C. Change request
- D. Deployment review reports

Answer: C

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 # 25
[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. 3 and 4
- C. 2 and 3
- D. 1 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 # 26
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