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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<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 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<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 5	<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>

## Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q11-Q16):

### NEW QUESTION # 11

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

**Answer: A**

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 # 12

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

**Answer: B**

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 # 13

[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 but not additional software licenses to the live environment
- **B. The practice includes deploying network hubs to and removing applications from staging environments**
- C. The practice includes updating service documentation and transferring it 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 # 14

[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. Leverage Infrastructure as Code**

- B. Use incremental deployments
- C. Automate the CI/CD pipeline
- D. Integrate build, test, and deployment activities

**Answer: A**

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 # 15

[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. Work planning and prioritization tools
- **B. Workflow management and collaboration tools**
- C. Service configuration management tools
- D. Environment configuration and management tools

**Answer: B**

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 # 16

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