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

Topic	Details
Topic 1	• 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 2	• 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	• 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	• 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.

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These ITIL 4 Practitioner: Deployment Management (ITIL-4-Practitioner-Deployment-Management) practice test covers all the topics of the ITIL-4-Practitioner-Deployment-Management test and includes real ITIL-4-Practitioner-Deployment-Management questions. If you are attempting the ITIL-4-Practitioner-Deployment-Management examination for the first time, you will get an exact idea about the ITIL-4-Practitioner-Deployment-Management exam and how you can clear it with flying colors. These Peoplecert ITIL-4-Practitioner-Deployment-Management Questions are available in desktop ITIL-4-Practitioner-Deployment-Management practice exam software, web-based ITIL-4-Practitioner-Deployment-Management practice test, and ITIL 4 Practitioner: Deployment Management (ITIL-4-Practitioner-Deployment-Management) dumps pdf format.

Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q16-Q21):

NEW QUESTION # 16
[Integrate Deployment Management with Other Practices]
A large organization wants to manage its IT services by analyzing and improving value streams. It is unsure how to combine value streams and management practices, such as change enablement and deployment management. What is the CORRECT approach for this organization to take?

- A. Create one combined value stream for change enablement and deployment management
- B. Create several value streams that include change enablement, deployment management, and other practices such as continual improvement
- C. Create a separate value stream for each management practice
- D. Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement

Answer: B

Explanation:
ITIL 4 emphasizes that value streams are designed to deliver specific outcomes by integrating relevant management practices tailored to the context of services or products. For a large organization, creating several value streams that incorporate practices like change enablement, deployment management, and continual improvement (Option D) is the most effective approach. This allows flexibility to address different services or workflows while ensuring practices are embedded where needed, aligning with ITIL 4's value-driven and context-specific principles.
Option A (Create a separate value stream for each management practice): Incorrect, as this fragments processes and contradicts ITIL 4's holistic approach, where practices work together within value streams to deliver outcomes, not in isolation.
Option B (Create one combined value stream for change enablement and deployment management): Incorrect, as limiting to a single value stream for only two practices may not account for other necessary practices or varying service needs, reducing flexibility.
Option C (Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement): Incorrect, as a single value stream for all practices may become overly complex and fail to address diverse service requirements in a large organization.
Option D (Create several value streams that include change enablement, deployment management, and other practices such as continual improvement): Correct, as it reflects ITIL 4's guidance to design multiple value streams tailored to specific services or products, integrating relevant practices to optimize value delivery.

NEW QUESTION # 17
[Apply Deployment Management Processes]
What should be done if a newly developed deployment model cannot be tested for technical reasons?

- A. Carry out test deployments to see if the model works correctly
- B. Automate the activities of the new model before it is used
- C. Closely monitor the first few uses of the new model
- D. Only use the new model after a way to test it has been found

Answer: C

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 # 18

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

Answer: D

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 # 19

[Engage with Stakeholders and Suppliers]

How will suppliers support the development of an organization's deployment management practice?

- A. Develop value streams for the organization utilizing deployment management where appropriate
- B. Define the practice success factors for deployment management
- C. Advise on the selection of tools that can be used across the organization's value streams
- D. Create deployment models based on those of other organizations

Answer: C

Explanation:

Suppliers play a key role in supporting deployment management by providing expertise, tools, and services that align with organizational needs. Option A is correct, as suppliers often advise on selecting tools that integrate with the organization's value streams, ensuring consistency and scalability in deployment practices.

Option A (Advise on the selection of tools that can be used across the organization's value streams): Correct, as suppliers have industry knowledge and can recommend tools (e.g., CI/CD platforms) that enhance deployment efficiency across multiple value streams, aligning with ITIL 4's focus on value-driven tool selection.

Option B (Define the practice success factors for deployment management): Incorrect, as defining success factors is an internal responsibility of the organization, based on its goals and context, not a supplier's role.

Option C (Create deployment models based on those of other organizations): Incorrect, as deployment models should be tailored to the organization's unique needs, not copied from others, per ITIL 4's context-specific approach.

Option D (Develop value streams for the organization utilizing deployment management where appropriate): Incorrect, as developing value streams is an internal strategic activity, while suppliers typically provide support through tools or expertise, not by designing value streams.

NEW QUESTION # 20

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

Answer: B

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 # 21

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