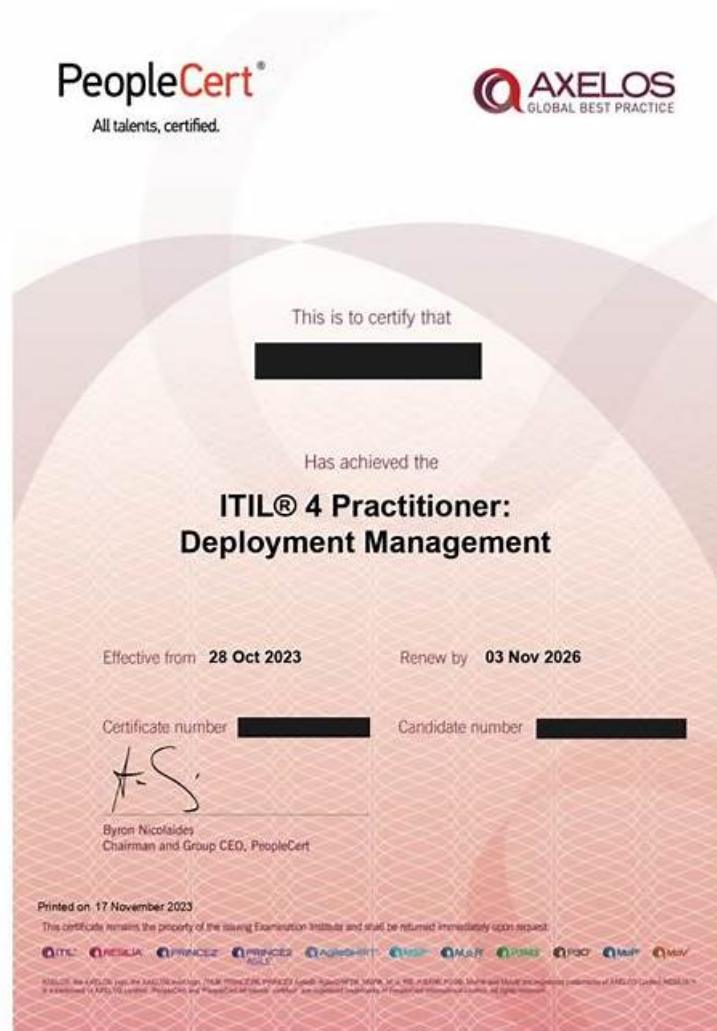


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Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> 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 2	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
Topic 4	<ul style="list-style-type: none"> 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.
Topic 5	<ul style="list-style-type: none"> 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.
Topic 6	<ul style="list-style-type: none"> 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 7	<ul style="list-style-type: none"> 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.

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

NEW QUESTION # 16

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

Answer: C

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 # 17

[Understand the Key Concepts of Deployment Management]

Which is a key feature of continuous deployment which is not found in other CI/CD stages?

- **A. It enables users to benefit immediately from changes**
- B. It allows individual decisions about software releases
- C. It automatically tests software code
- D. It predominantly uses staging environments

Answer: A

Explanation:

Continuous deployment (CD) in ITIL 4 is the most advanced stage of the CI/CD pipeline, where every validated change is automatically deployed to production without manual intervention. The key feature unique to continuous deployment, not found in continuous integration or continuous delivery, is that it enables users to benefit immediately from changes (Option B), as changes reach production instantly after passing automated tests.

Option A (It automatically tests software code): Incorrect, as automated testing is a feature of continuous integration and continuous delivery, not unique to continuous deployment.

Option B (It enables users to benefit immediately from changes): Correct, as continuous deployment automatically pushes validated changes to production, delivering value to users without delay, unlike other CI/CD stages.

Option C (It predominantly uses staging environments): Incorrect, as continuous deployment minimizes reliance on staging environments, deploying directly to production.

Option D (It allows individual decisions about software releases): Incorrect, as continuous deployment eliminates manual release decisions, relying on automation for consistency.

NEW QUESTION # 18

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

Answer: A

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 # 19

[Understand the Key Concepts of Deployment Management]

Which of the following BEST describes the scope of deployment management practice?

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

Answer: D

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 # 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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