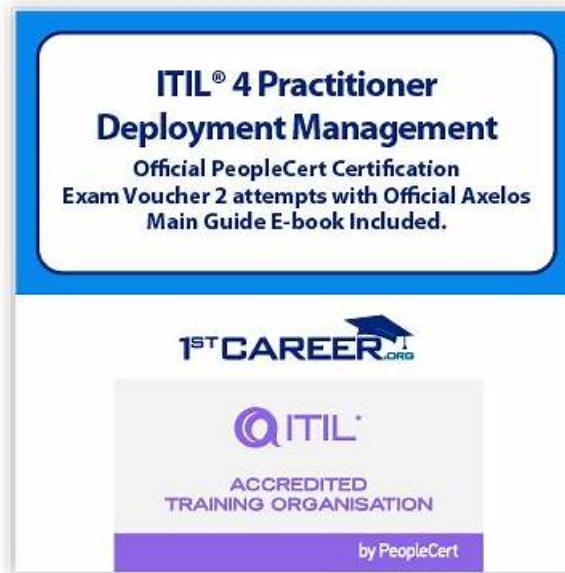


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Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">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 3	<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 4	<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 5	<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 (Q13-Q18):

NEW QUESTION # 13

[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. Environment configuration and management tools
- B. Work planning and prioritization tools
- **C. Workflow management and collaboration tools**
- D. Service configuration 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 # 14

[Apply Deployment Management Processes]

What should the organization keep in mind when planning improvements to deployment models?

- A. User resistance to updates is not a relevant factor to consider when designing deployment models
- **B. Deployment model updates should consider inefficient processes**
- C. The same deployment approach should be used for deployments of similar size
- D. The impact of deployed software should not be considered when designing these models

Answer: B

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 # 15

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

Answer: D

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 # 16

[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. Carefully selecting suppliers of software tools for CI/CD pipeline
- B. Involving third parties in review and planning of the value streams that include deployment management

- C. Developing and enforcing detailed and rigorous procedures for every interaction between suppliers and the organization
- D. Considering dependencies on third parties when analyzing service value streams which include deployment management

Answer: C

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 # 17

[Use Tools and Techniques for Deployment]

Which automation tools should be used to transport and install configuration items into a test environment?

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

Answer: D

Explanation:

In ITIL 4, deployment tools are specifically designed to automate the transportation and installation of configuration items (CIs) into various environments, including test environments. These tools ensure consistency, repeatability, and efficiency in deployment processes, which are critical for managing CIs during testing phases.

Option A (Deployment tools): Correct, as deployment tools (e.g., Jenkins, Ansible, or Terraform for certain use cases) are tailored for automating the movement and installation of CIs, ensuring they are correctly placed in test environments with minimal manual intervention.

Option B (Environment configuration and management tools): While these tools (e.g., Puppet, Chef) manage environment settings, their primary focus is on configuring and maintaining environments, not transporting or installing CIs, making them less relevant here.

Option C (Work planning and prioritization tools): Tools like Jira or Trello focus on task management and prioritization, not on automating CI deployment, so this option is incorrect.

Option D (Service configuration management tools): These tools manage relationships and data about CIs in a configuration management database (CMDB), not the physical transport or installation of CIs, ruling out this option.

NEW QUESTION # 18

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