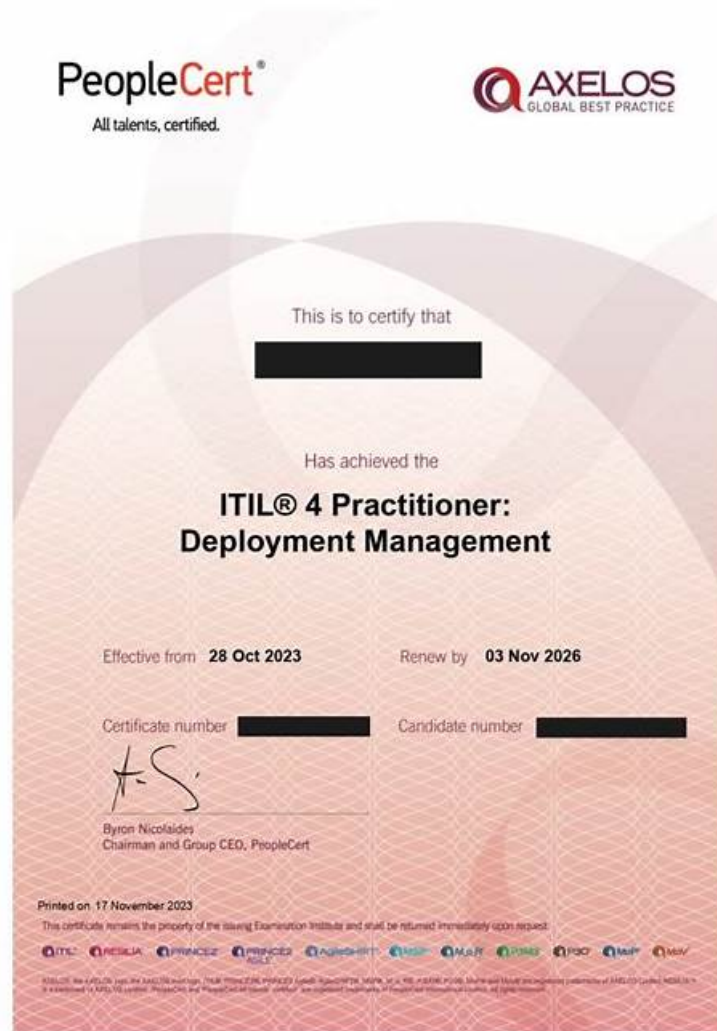


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Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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	<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.

Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q14-Q19):

NEW QUESTION # 14

[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. Service configuration management 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 # 15

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

Answer: A

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 # 16

[Measure and Improve Deployment Management]

An IT service manager is analyzing a value stream that is used to deploy new and changed services. The manager has interviewed many staff and has identified all the workflow steps. The manager is now evaluating the workflow steps so that they can plan improvements. Which activity should the manager carry out as part of this evaluation?

- A. Identify wasteful steps that could be eliminated
- B. Define an ideal series of workflow steps for the future
- C. Establish what value is created in each workflow step
- D. Collect data about what happens in each workflow step

Answer: C

Explanation:

ITIL 4's value stream analysis focuses on understanding the contribution of each step to overall value delivery to identify improvement opportunities. When evaluating workflow steps, the manager should establish what value is created in each step (Option D), as this provides the foundation for assessing whether steps are necessary, effective, or aligned with organizational goals. Option A (Collect data about what happens in each workflow step): Incorrect, as data collection is part of identifying steps (already done, per the question), not evaluating their value.

Option B (Identify wasteful steps that could be eliminated): Incorrect, as identifying waste is a subsequent action that depends on first understanding the value of each step.

Option C (Define an ideal series of workflow steps for the future): Incorrect, as defining future steps is part of planning improvements, not evaluating current steps.

Option D (Establish what value is created in each workflow step): Correct, as evaluating value per step is critical to understanding the stream's effectiveness and prioritizing improvements, per ITIL 4.

NEW QUESTION # 17

[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. Change request**
- C. Updated knowledge management articles
- D. Deployment review reports

Answer: B

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 # 18

[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. Integrate deployment management and configuration management activities to improve version control
- **D. Align with the change enablement manager to improve the change planning procedures**

Answer: D

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 # 19

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