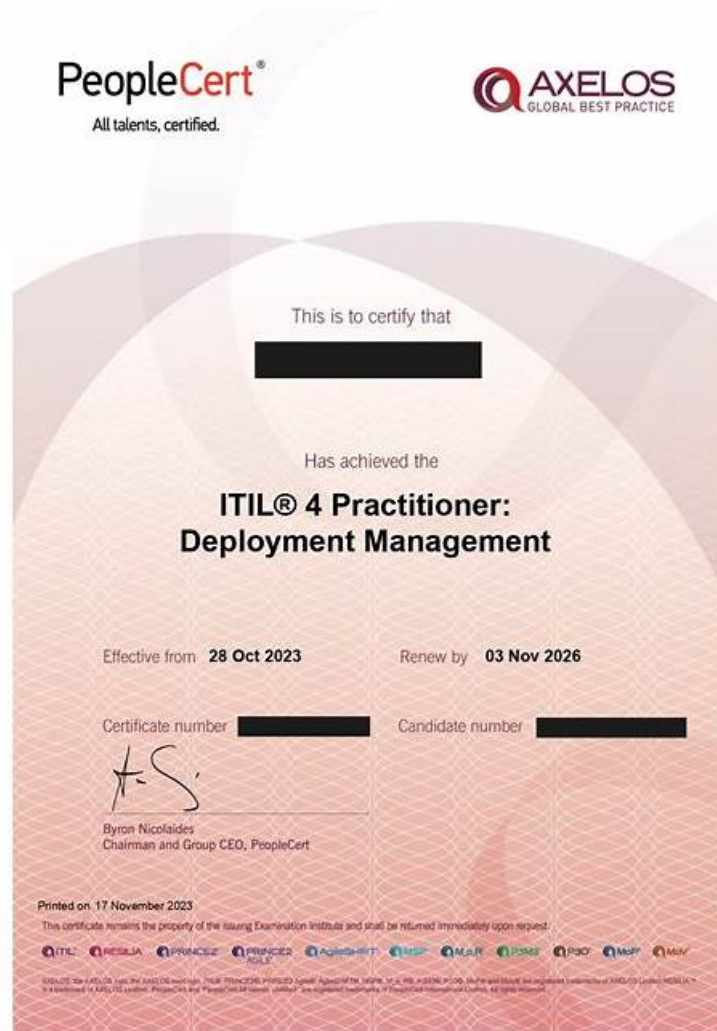


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Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.

Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q17-Q22):

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

[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 # 19

[Measure and Improve Deployment Management]

An organization is aiming to achieve capability level 3 for the deployment management practice. What is an indication of the achievement of capability level 3?

- A. The deployment manager is able to report on the effectiveness of the deployment management practice
- B. The deployment management team regularly suggests and implements improvement opportunities
- **C. Employees from other practices understand how deployment activities are integrated into relevant workflows**
- D. Deployment models are developed and implemented

Answer: C

Explanation:

ITIL 4 defines capability level 3 for a practice as achieving integration across the organization, where the practice is embedded into broader workflows and understood by related practices. For deployment management, an indication of reaching capability level 3 is when employees from other practices understand how deployment activities are integrated into relevant workflows (Option B). This demonstrates cross-functional alignment and maturity, showing that deployment management is not siloed but part of the organization's value streams.

Option A (The deployment manager is able to report on the effectiveness of the deployment management practice): Incorrect, as continual improvement is characteristic of higher capability levels (e.g., level 4), not the defining feature of level 3.

Option B (Employees from other practices understand how deployment activities are integrated into relevant workflows): Correct, as level 3 focuses on integration and collaboration across practices, per ITIL 4's capability framework.

Option C (The deployment manager is able to report on the effectiveness of the deployment management practice): Incorrect, as reporting effectiveness is a general management task, not specific to level 3 maturity.

Option D (Deployment models are developed and implemented): Incorrect, as model development occurs at lower capability levels (e.g., level 1 or 2), not a hallmark of level 3.

NEW QUESTION # 20

[Understand the Key Concepts of Deployment Management]

An IT service provider is using continuous integration and is considering the introduction of continuous delivery. Which is a benefit of this proposed change for the service provider?

- A. Developers spend less time fixing issues in their code
- **B. Users experience changes which are smaller and more frequent**
- C. Deployments of software builds are scripted to allow for automation
- D. Code is tested iteratively and frequently

Answer: B

Explanation:

Continuous delivery (CD) in ITIL 4 extends continuous integration (CI) by ensuring that every validated change is ready for deployment to production, enabling smaller and more frequent releases. The key benefit for users is that they experience changes which are smaller and more frequent (Option D), reducing risk, improving feedback cycles, and delivering value faster.

Option A (Developers spend less time fixing issues in their code): Incorrect, as while CD may reduce some issues through automation, this is not its primary benefit, and CI already includes frequent testing to catch issues early.

Option B (Code is tested iteratively and frequently): Incorrect, as iterative and frequent testing is a feature of continuous integration, not a new benefit introduced by continuous delivery.

Option C (Deployments of software builds are scripted to allow for automation): Incorrect, as scripting and automation are part of both CI and CD pipelines, not a unique benefit of introducing CD.

Option D (Users experience changes which are smaller and more frequent): Correct, as CD enables rapid, incremental releases to production, directly benefiting users with faster and less disruptive updates.

NEW QUESTION # 21

[Integrate Deployment Management with Other Practices]

A large multi-national organization uses DevOps principles to enable fast and effective development and implementation of software products. Each product team has a lot of independence, but a centralized IT governance team ensures consistency and adherence to the organization's policies. Different people within the organization have different opinions about whether deployment management should be centralized or distributed among the teams. How should the deployment management practice be implemented and managed in this organization to ensure that the practice meets their needs?

- **A. A centralized deployment management team should support the product teams by providing guidance and tooling**
- B. Software developers in each team should take full responsibility for deployment of software that they develop
- C. Each development team should have an independent deployment manager who owns all aspects of deployment within that team
- D. A centralized deployment management team should manage and coordinate deployments for all development teams

Answer: A

Explanation:

In a DevOps environment with independent product teams and centralized governance, ITIL 4 recommends balancing autonomy with consistency. Option C, where a centralized deployment management team supports product teams by providing guidance and tooling, aligns with this approach. It ensures that teams retain flexibility to deploy efficiently while benefiting from standardized tools, best practices, and governance, maintaining organizational alignment and reducing risks of inconsistency.

Option A (Each development team should have an independent deployment manager who owns all aspects of deployment within that team): Incorrect, as fully independent deployment managers per team could lead to inconsistent practices and tools, undermining centralized governance and creating silos.

Option B (A centralized deployment management team should manage and coordinate deployments for all development teams): Incorrect, as centralizing all deployment activities reduces team autonomy, contradicting DevOps principles of empowering teams and slowing down delivery.

Option C (A centralized deployment management team should support the product teams by providing guidance and tooling): Correct, as it supports DevOps autonomy while ensuring consistency through shared tools (e.g., CI/CD pipelines) and guidance, aligning with ITIL 4's focus on value co-creation and governance.

Option D (Software developers in each team should take full responsibility for deployment of software that they develop): Incorrect, as while developers often handle deployments in DevOps, completely bypassing a structured deployment management practice risks non-compliance with governance and inconsistent outcomes.

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