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

Topic	Details
Topic 1	• 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 2	• 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 3	• 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.
Topic 4	• 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 5	• 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.

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

NEW QUESTION # 16
[Use Tools and Techniques for Deployment]
Which automation tools should be used to transport and install configuration items into a test environment?

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

Answer: C

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 # 17

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

Answer: D

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.

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

Answer: D

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

[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. Considering dependencies on third parties when analyzing service value streams which include deployment management
- C. Involving third parties in review and planning of the value streams that include deployment management
- 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 # 20

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

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 management team regularly suggests and implements improvement opportunities): 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 # 21

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