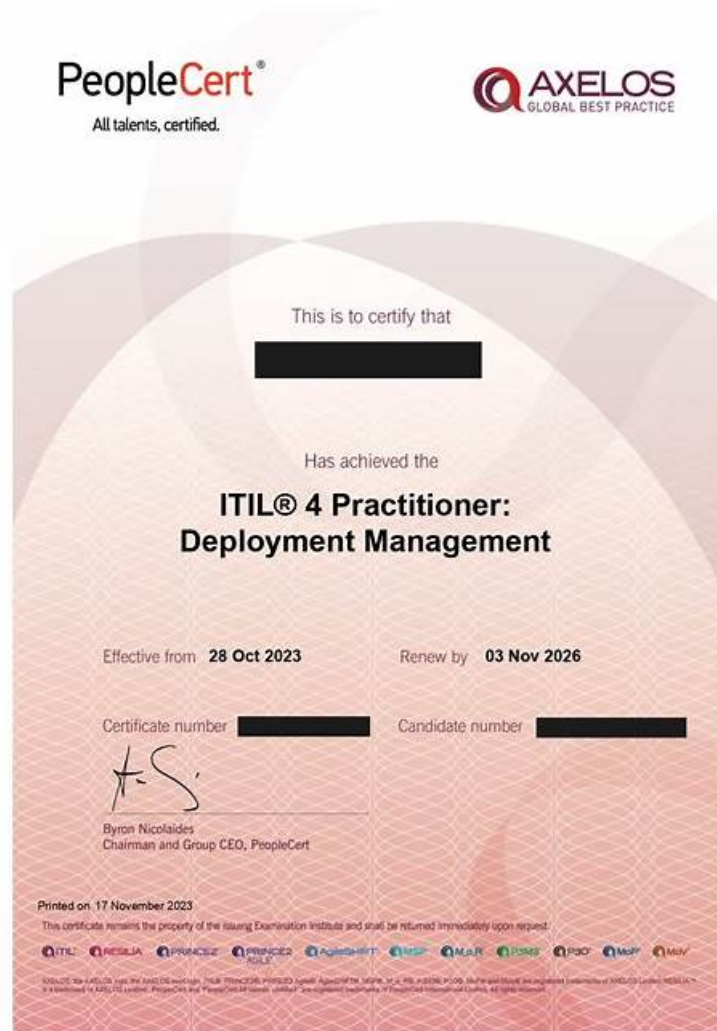


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Peoplecert ITIL-4-Practitioner-Deployment-Management Exam Syllabus Topics:

| Topic | Details |
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| Topic 1 | <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. |
| 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 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 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. |

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q15-Q20):

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

Answer: B

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

[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. 1 and 4
- C. 1 and 2
- **D. 2 and 3**

Answer: D

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 # 17

[Engage with Stakeholders and Suppliers]

How will suppliers support the development of an organization's deployment management practice?

- A. Create deployment models based on those of other organizations
- B. Develop value streams for the organization utilizing deployment management where appropriate
- C. Define the practice success factors for deployment management
- **D. Advise on the selection of tools that can be used across the organization's value streams**

Answer: D

Explanation:

Suppliers play a key role in supporting deployment management by providing expertise, tools, and services that align with organizational needs. Option A is correct, as suppliers often advise on selecting tools that integrate with the organization's value streams, ensuring consistency and scalability in deployment practices.

Option A (Advise on the selection of tools that can be used across the organization's value streams): Correct, as suppliers have industry knowledge and can recommend tools (e.g., CI/CD platforms) that enhance deployment efficiency across multiple value streams, aligning with ITIL 4's focus on value-driven tool selection.

Option B (Define the practice success factors for deployment management): Incorrect, as defining success factors is an internal responsibility of the organization, based on its goals and context, not a supplier's role.

Option C (Create deployment models based on those of other organizations): Incorrect, as deployment models should be tailored to the organization's unique needs, not copied from others, per ITIL 4's context-specific approach.

Option D (Develop value streams for the organization utilizing deployment management where appropriate): Incorrect, as developing value streams is an internal strategic activity, while suppliers typically provide support through tools or expertise, not by designing value streams.

NEW QUESTION # 18

[Integrate Deployment Management with Other Practices]

A large organization wants to manage its IT services by analyzing and improving value streams. It is unsure how to combine value streams and management practices, such as change enablement and deployment management. What is the CORRECT approach for this organization to take?

- A. Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement
- **B. Create several value streams that include change enablement, deployment management, and other practices such as continual improvement**
- C. Create a separate value stream for each management practice
- D. Create one combined value stream for change enablement and deployment management

Answer: B

Explanation:

ITIL 4 emphasizes that value streams are designed to deliver specific outcomes by integrating relevant management practices tailored to the context of services or products. For a large organization, creating several value streams that incorporate practices like change enablement, deployment management, and continual improvement (Option D) is the most effective approach. This allows flexibility to address different services or workflows while ensuring practices are embedded where needed, aligning with ITIL 4's value-driven and context-specific principles.

Option A (Create a separate value stream for each management practice): Incorrect, as this fragments processes and contradicts ITIL 4's holistic approach, where practices work together within value streams to deliver outcomes, not in isolation.

Option B (Create one combined value stream for change enablement and deployment management): Incorrect, as limiting to a single value stream for only two practices may not account for other necessary practices or varying service needs, reducing flexibility.

Option C (Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement): Incorrect, as a single value stream for all practices may become overly complex and fail to address diverse service requirements in a large organization.

Option D (Create several value streams that include change enablement, deployment management, and other practices such as continual improvement): Correct, as it reflects ITIL 4's guidance to design multiple value streams tailored to specific services or products, integrating relevant practices to optimize value delivery.

NEW QUESTION # 19

[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. Environment configuration and management tools
- **D. Workflow management and collaboration tools**

Answer: D

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 # 20

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