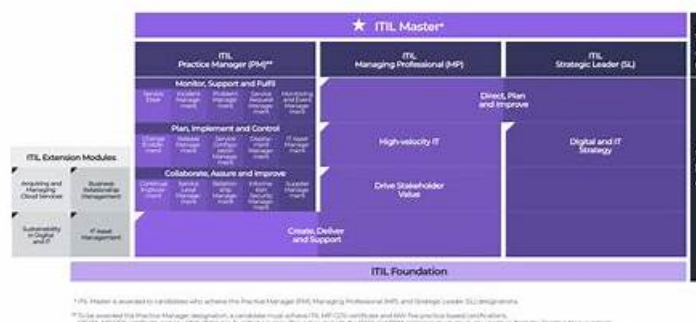# Pass-Sure ITIL-4-Practitioner-Deployment-Management Latest Dumps Sheet & Passing ITIL-4-Practitioner-Deployment-Management Exam is No More a Challenging Task

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

Topic	Details
Topic 1	• Roles and competencies: This section of the exam measures the skills of a Change Implementation Lead and focuses on identifying essential roles within Deployment Management and the competencies needed to perform them effectively. It explores how to position deployment responsibilities within an organization and what skill sets are necessary to ensure deployment tasks are carried out successfully.
Topic 2	• 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 3	• 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	• 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.

ITIL 4 Practitioner: Deployment Management exam certification & ITIL-4-Practitioner-Deployment-Management exam reviews

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q19-Q24):

NEW QUESTION # 19
[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 looking at the deployment backlog throughput
- B. By measuring percentage of deployments which did not follow the agreed policies and models
- C. By asking stakeholders about their satisfaction with deployment lead times
- D. By analyzing the adherence to deployment schedules

Answer: C

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 # 20
[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. Developing and enforcing detailed and rigorous procedures for every interaction between suppliers and the organization
- B. Involving third parties in review and planning of the value streams that include deployment management
- C. Considering dependencies on third parties when analyzing service value streams which include deployment management
- D. Carefully selecting suppliers of software tools for CI/CD pipeline

Answer: A

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 # 21

[Use Tools and Techniques for Deployment]

An organization is facing errors and delays when deploying software. An investigation has shown that these are often caused by the need for unplanned manual configuration of the target environments. What is the BEST recommendation for the organization to improve the success rate of deployments?

- A. Leverage Infrastructure as Code
- B. Automate the CI/CD pipeline
- C. Integrate build, test, and deployment activities
- D. Use incremental deployments

Answer: A

Explanation:

The issue of errors and delays due to unplanned manual configuration of target environments points to inconsistent or poorly managed environments. ITIL 4 recommends leveraging Infrastructure as Code (IaC) (Option A) to address this, as IaC automates and standardizes environment provisioning, ensuring consistency and reducing manual errors.

Option A (Leverage Infrastructure as Code): Correct, as IaC (e.g., using tools like Terraform or Ansible) defines environments in code, enabling repeatable, error-free setups and directly addressing the problem of manual configuration errors.

Option B (Use incremental deployments): Incorrect, as incremental deployments focus on releasing smaller changes but do not address the root cause of environment configuration issues.

Option C (Integrate build, test, and deployment activities): Incorrect, as while integration improves pipeline flow, it does not specifically resolve manual configuration errors in target environments.

Option D (Automate the CI/CD pipeline): Incorrect, as automating the pipeline is a broader solution that may include IaC, but it is not specific enough to address the environment configuration issue directly.

NEW QUESTION # 22

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

Answer: B

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 # 23
[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. Deployment models are developed and implemented
- B. The deployment management team regularly suggests and implements improvement opportunities
- C. The deployment manager is able to report on the effectiveness of the deployment management practice
- D. Employees from other practices understand how deployment activities are integrated into relevant workflows

Answer: D

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 # 24
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