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

Topic	Details
Topic 1	• 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	• 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 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	• 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 5	• 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 (Q15-Q20):

NEW QUESTION # 15
[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. Deployments of software builds are scripted to allow for automation
- B. Developers spend less time fixing issues in their code
- C. Code is tested iteratively and frequently
- D. Users experience changes which are smaller and more frequent

Answer: D

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 # 16
[Measure and Improve Deployment Management]
Which capability criterion should be used to assess if the organization is succeeding in increasing the capability level of its deployment management practice by maintaining an effective deployment approach?

- A. Deployments include required technologies and information flows
- B. Deployment rules are integrated with policies and rules for changes and releases
- C. Deployments are supported by relevant competences
- D. New and changed services and service components are successfully deployed

Answer: D

Explanation:
ITIL 4 defines capability levels based on outcomes and value delivery, with higher levels indicating reliable and effective practices. To assess whether an organization is increasing its deployment management capability by maintaining an effective approach, the key criterion is whether new and changed services and service components are successfully deployed (Option A). This outcome-focused measure directly indicates the practice's reliability and alignment with organizational goals.
Option A (New and changed services and service components are successfully deployed): Correct, as successful deployments are the primary indicator of an effective deployment management practice, reflecting capability maturity in ITIL 4.
Option B (Deployments are supported by relevant competences): Incorrect, as while competences are important, they are a supporting factor, not the primary criterion for assessing capability outcomes.
Option C (Deployments include required technologies and information flows): Incorrect, as having the right technologies is a prerequisite, not a direct measure of deployment success or capability.
Option D (Deployment rules are integrated with policies and rules for changes and releases): Incorrect, as integration with other practices supports deployment but is not the key indicator of capability compared to actual deployment success.

NEW QUESTION # 17
[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. Deployment models are developed and implemented
- C. Employees from other practices understand how deployment activities are integrated into relevant workflows
- D. The deployment management team regularly suggests and implements improvement opportunities

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 # 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. Align with the change enablement manager to improve the change planning procedures
- B. Embed validation and testing within the deployment models
- C. Integrate deployment management and configuration management activities to improve version control
- D. Use infrastructure as code to support the software deployment

Answer: A

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

[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. Environment configuration and management tools
- D. Deployment tools

Answer: D

NEW QUESTION # 20

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