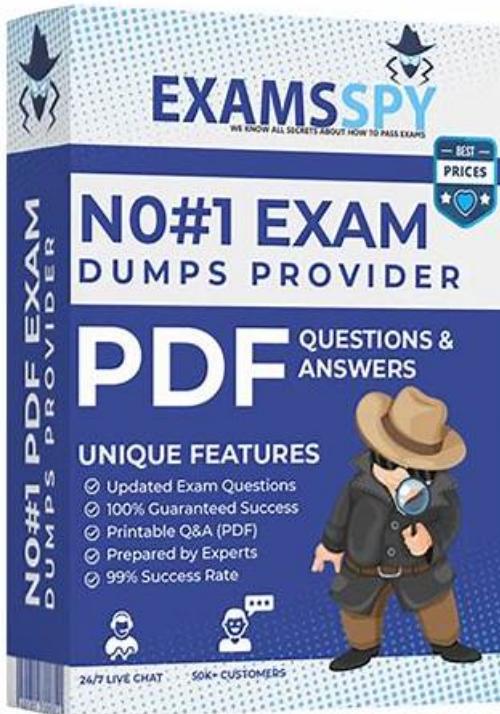


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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q18-Q23):

NEW QUESTION # 18

[Apply Deployment Management Processes]

An organization is deploying new software and new servers to support a service that will be launched soon. Which TWO of these activities should the organization conduct as part of the 'verification of the service components' activity of the 'deployment lifecycle management' process?

Checking that the correct models of server have been supplied

Testing the software for defects

Creating a schedule for installing the new servers

Installing the new software to the newly installed servers

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

Answer: B

Explanation:

In ITIL 4, the 'verification of service components' activity within the deployment lifecycle management process ensures that delivered components meet specifications before deployment. The correct activities are:

Activity 1 (Checking that the correct models of server have been supplied): Part of verification, as it confirms that the hardware components match requirements.

Activity 2 (Testing the software for defects): Part of verification, as it ensures the software is functional and free of critical issues before deployment.

Activity 3 (Creating a schedule for installing the new servers): Incorrect, as scheduling is a planning activity, not verification.

Activity 4 (Installing the new software to the newly installed servers): Incorrect, as installation is part of the deployment execution, not verification.

NEW QUESTION # 19

[Understand the Key Concepts of Deployment Management]

Which of the following BEST describes the scope of deployment management practice?

- A. The practice includes updating service documentation and transferring it to the live environment
- B. The practice includes deploying network hubs but not additional software licenses to the live environment
- C. The practice includes removing configuration documentation but not physical servers from the live environment
- D. The practice includes deploying network hubs to and removing applications from staging environments

Answer: D

Explanation:

ITIL 4's deployment management practice encompasses moving hardware, software, and associated components into or out of environments (e.g., staging, testing, or production) to support service delivery. Option A, which includes deploying network hubs (hardware) and removing applications from staging environments (software), accurately reflects this broad scope across the service lifecycle.

Option A (The practice includes deploying network hubs to and removing applications from staging environments): Correct, as it covers both hardware and software movements across environments, aligning with ITIL 4's definition of deployment management.

Option B (The practice includes updating service documentation and transferring it to the live environment): Incorrect, as updating and transferring documentation is part of knowledge management, not deployment management.

Option C (The practice includes removing configuration documentation but not physical servers from the live environment):

Incorrect, as deployment management includes moving physical servers, and configuration documentation is managed elsewhere.

Option D (The practice includes deploying network hubs but not additional software licenses to the live environment): Incorrect, as software licenses may be part of deployment if required, and the option arbitrarily limits the scope.

NEW QUESTION # 20

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

Answer: B

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 # 21

[Understand the Key Concepts of Deployment Management]

Which of the following BEST describes the scope of deployment management practice?

- A. The practice includes updating service documentation and transferring it to the live environment
- B. The practice includes deploying network hubs but not additional software licenses to the live environment
- C. The practice includes removing configuration documentation but not physical servers from the live environment
- **D. The practice includes deploying network hubs to and removing applications from staging environments**

Answer: D

Explanation:

ITIL 4's deployment management practice encompasses moving hardware, software, and associated components into or out of environments (e.g., staging, testing, or production) to support service delivery. Option A, which includes deploying network hubs (hardware) and removing applications from staging environments (software), accurately reflects this broad scope across the service lifecycle.

Option A (The practice includes deploying network hubs to and removing applications from staging environments): Correct, as it covers both hardware and software movements across environments, aligning with ITIL 4's definition of deployment management.

Option B (The practice includes updating service documentation and transferring it to the live environment): Incorrect, as updating and transferring documentation is part of knowledge management, not deployment management.

Option C (The practice includes removing configuration documentation but not physical servers from the live environment):

Incorrect, as deployment management includes moving physical servers, and configuration documentation is managed elsewhere.

Option D (The practice includes deploying network hubs but not additional software licenses to the live environment): Incorrect, as software licenses may be part of deployment if required, and the option arbitrarily limits the scope.

NEW QUESTION # 22

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

Answer: C

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 # 23

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