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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	• 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	• 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	• 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 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.

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q11-Q16):

NEW QUESTION # 11
[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 removing configuration documentation but not physical servers from the live environment
- C. The practice includes deploying network hubs but not additional software licenses to 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 # 12
[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. Employees from other practices understand how deployment activities are integrated into relevant workflows
- 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. Deployment models are developed and implemented

Answer: A

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 # 13
[Engage with Stakeholders and Suppliers]
How will suppliers support the development of an organization's deployment management practice?

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

Answer: A

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 # 14
[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. Deployment tools
- C. Service configuration management tools
- D. Environment configuration and management tools

Answer: B

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 enables users to benefit immediately from changes

- B. It allows individual decisions about software releases
- C. It automatically tests software code
- D. It predominantly uses staging environments

Answer: A

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
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