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>> ITIL-4-Practitioner-Deployment-Management日本語学習内容 <<

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Peoplecert ITIL-4-Practitioner-Deployment-Management 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<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.
トピック 2	<ul style="list-style-type: none">Practice success: This section of the exam measures the skills of a Change Implementation Lead and explains how to achieve success with Deployment Management through the application of ITIL guiding principles. It focuses on strategies that help establish a robust and value-driven deployment approach that aligns with business objectives and delivers measurable outcomes.
トピック 3	<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.
トピック 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.
トピック 5	<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.
トピック 6	<ul style="list-style-type: none">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.

Peoplecert ITIL 4 Practitioner: Deployment Management 認定 ITIL-4-Practitioner-Deployment-Management 試験問題 (Q15-Q20):

質問 # 15

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

正解: B

解説:

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.

質問 # 16

[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. Users experience changes which are smaller and more frequent**
- C. Developers spend less time fixing issues in their code
- D. Code is tested iteratively and frequently

正解: B

解説:

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.

質問 # 17

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

正解: D

解説:

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.

質問 # 18

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

正解: D

解説:

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.

質問 # 19

[Understand the Key Concepts of Deployment Management]

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

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

正解: A

解説:

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.

質問 # 20

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