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

NEW QUESTION # 11

[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 # 12

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

Answer: C

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 # 13

[Apply Deployment Management Processes]

What key output of the 'deployment model development and improvement' process can be used to trigger implementation of a newly updated deployment model?

- A. Change request
- B. Updated knowledge management articles
- C. Deployment review reports
- D. Lessons learned

Answer: A

Explanation:

In ITIL 4, the deployment model development and improvement process involves creating or refining models to enhance deployment

effectiveness. Implementing a newly updated deployment model typically requires formal authorization and coordination, which is achieved through a change request (Option B). A change request initiates the process to assess, approve, and execute the model update in a controlled manner, ensuring alignment with organizational governance and other practices like change enablement. Option A (Lessons learned): Incorrect, as lessons learned are an output for improving future processes, not a trigger for implementing a new model.

Option B (Change request): Correct, as a change request is the formal mechanism to propose and implement a new or updated deployment model, per ITIL 4's integration with change enablement.

Option C (Updated knowledge management articles): Incorrect, as knowledge articles support documentation and training but do not trigger implementation.

Option D (Deployment review reports): Incorrect, as review reports provide insights or feedback, not the authorization needed to implement a model.

NEW QUESTION # 14

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

Answer: A

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 # 15

[Use Tools and Techniques for Deployment]

An organization manually notifies its development and operations teams about potentially faulty deployments. Which tools should be used to automate this process?

- A. Service configuration management tools
- B. Work planning and prioritization tools
- C. Environment configuration and management tools
- **D. Workflow management and collaboration tools**

Answer: D

Explanation:

Automating notifications about faulty deployments requires tools that facilitate communication and process orchestration between teams. ITIL 4 recommends workflow management and collaboration tools (Option B), such as Slack, Microsoft Teams, or ServiceNow, to automate alerts, streamline communication, and ensure timely responses to deployment issues.

Option A (Service configuration management tools): Incorrect, as these tools manage configuration item data in a CMDB, not notifications or team communication.

Option B (Workflow management and collaboration tools): Correct, as these tools automate notifications and enable seamless collaboration between development and operations teams, addressing the issue directly.

Option C (Work planning and prioritization tools): Incorrect, as tools like Jira focus on task management, not real-time notification

automation.

Option D (Environment configuration and management tools): Incorrect, as these tools (e.g., Puppet) manage environment setups, not team notifications.

NEW QUESTION # 16

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