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

Topic	Details
Topic 1	• 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.
Topic 2	• 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.
Topic 3	• 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 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	• 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.

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Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q15-Q20):

NEW QUESTION # 15
[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. Deployment models are developed and implemented
- 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. Employees from other practices understand how deployment activities are integrated into relevant workflows

Answer: D

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 # 16
[Use Tools and Techniques for Deployment]
Which automation tools should be used to transport and install configuration items into a test environment?

- A. Environment configuration and management tools
- B. Service configuration management tools
- C. Deployment tools
- D. Work planning and prioritization tools

Answer: C

NEW QUESTION # 17
[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. Use infrastructure as code to support the software deployment
- B. Align with the change enablement manager to improve the change planning procedures
- C. Embed validation and testing within the deployment models
- D. Integrate deployment management and configuration management activities to improve version control

Answer: B

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 # 18
[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. Environment configuration and management tools
- B. Service configuration management tools
- C. Workflow management and collaboration tools
- D. Work planning and prioritization tools

Answer: C

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 # 19

[Integrate Deployment Management with Other Practices]
A large organization wants to manage its IT services by analyzing and improving value streams. It is unsure how to combine value streams and management practices, such as change enablement and deployment management. What is the CORRECT approach for this organization to take?

- A. Create several value streams that include change enablement, deployment management, and other practices such as continual improvement
- B. Create a separate value stream for each management practice
- C. Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement
- D. Create one combined value stream for change enablement and deployment management

Answer: A

Explanation:
ITIL 4 emphasizes that value streams are designed to deliver specific outcomes by integrating relevant management practices tailored to the context of services or products. For a large organization, creating several value streams that incorporate practices like change enablement, deployment management, and continual improvement (Option D) is the most effective approach. This allows flexibility to address different services or workflows while ensuring practices are embedded where needed, aligning with ITIL 4's value-driven and context-specific principles.
Option A (Create a separate value stream for each management practice): Incorrect, as this fragments processes and contradicts ITIL 4's holistic approach, where practices work together within value streams to deliver outcomes, not in isolation.
Option B (Create one combined value stream for change enablement and deployment management): Incorrect, as limiting to a single value stream for only two practices may not account for other necessary practices or varying service needs, reducing flexibility.
Option C (Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement): Incorrect, as a single value stream for all practices may become overly complex and fail to address diverse service requirements in a large organization.
Option D (Create several value streams that include change enablement, deployment management, and other practices such as continual improvement): Correct, as it reflects ITIL 4's guidance to design multiple value streams tailored to specific services or products, integrating relevant practices to optimize value delivery.

NEW QUESTION # 20
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