

ITIL-4-Practitioner-Deployment-Management

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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	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 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	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 6	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 7	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 (Q12-Q17):

NEW QUESTION # 12

[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. Work planning and prioritization tools
- **C. Deployment tools**
- D. Service configuration management tools

Answer: C

Explanation:

In ITIL 4, deployment tools are specifically designed to automate the transportation and installation of configuration items (CIs) into various environments, including test environments. These tools ensure consistency, repeatability, and efficiency in deployment processes, which are critical for managing CIs during testing phases.

Option A (Deployment tools): Correct, as deployment tools (e.g., Jenkins, Ansible, or Terraform for certain use cases) are tailored for automating the movement and installation of CIs, ensuring they are correctly placed in test environments with minimal manual intervention.

Option B (Environment configuration and management tools): While these tools (e.g., Puppet, Chef) manage environment settings, their primary focus is on configuring and maintaining environments, not transporting or installing CIs, making them less relevant here.

Option C (Work planning and prioritization tools): Tools like Jira or Trello focus on task management and prioritization, not on automating CI deployment, so this option is incorrect.

Option D (Service configuration management tools): These tools manage relationships and data about CIs in a configuration management database (CMDB), not the physical transport or installation of CIs, ruling out this option.

NEW QUESTION # 13

[Measure and Improve Deployment Management]

An IT service manager is analyzing a value stream that is used to deploy new and changed services. The manager has interviewed many staff and has identified all the workflow steps. The manager is now evaluating the workflow steps so that they can plan improvements. Which activity should the manager carry out as part of this evaluation?

- A. Collect data about what happens in each workflow step
- B. Define an ideal series of workflow steps for the future
- **C. Establish what value is created in each workflow step**
- D. Identify wasteful steps that could be eliminated

Answer: C

Explanation:

ITIL 4's value stream analysis focuses on understanding the contribution of each step to overall value delivery to identify improvement opportunities. When evaluating workflow steps, the manager should establish what value is created in each step (Option D), as this provides the foundation for assessing whether steps are necessary, effective, or aligned with organizational goals. Option A (Collect data about what happens in each workflow step): Incorrect, as data collection is part of identifying steps (already done, per the question), not evaluating their value.

Option B (Identify wasteful steps that could be eliminated): Incorrect, as identifying waste is a subsequent action that depends on first understanding the value of each step.

Option C (Define an ideal series of workflow steps for the future): Incorrect, as defining future steps is part of planning improvements, not evaluating current steps.

Option D (Establish what value is created in each workflow step): Correct, as evaluating value per step is critical to understanding the stream's effectiveness and prioritizing improvements, per ITIL 4.

NEW QUESTION # 14

[Apply Deployment Management Processes]

What should the organization keep in mind when planning improvements to deployment models?

- A. User resistance to updates is not a relevant factor to consider when designing deployment models
- B. The same deployment approach should be used for deployments of similar size
- C. The impact of deployed software should not be considered when designing these models
- **D. Deployment model updates should consider inefficient processes**

Answer: D

Explanation:

ITIL 4 emphasizes continual improvement in deployment management, which includes identifying and addressing inefficiencies in deployment models to enhance performance, reliability, and value delivery. Option D directly aligns with this principle by focusing on streamlining inefficient processes during model updates.

Option A (The impact of deployed software should not be considered when designing these models): Incorrect, as ITIL 4 stresses that the impact of deployments on services, users, and the organization is a critical consideration to ensure value and minimize disruption.

Option B (User resistance to updates is not a relevant factor to consider when designing deployment models): Incorrect, as user experience and acceptance are key factors in ITIL 4's value co-creation model, and resistance must be addressed to ensure successful deployments.

Option C (The same deployment approach should be used for deployments of similar size): Incorrect, as ITIL 4 advocates for context-specific deployment models tailored to the unique needs of each service or environment, not a one-size-fits-all approach.

Option D (Deployment model updates should consider inefficient processes): Correct, as improving deployment models involves analyzing current processes, identifying bottlenecks or waste, and optimizing workflows to deliver greater value.

NEW QUESTION # 15

[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 one combined value stream for change enablement and deployment management

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

Answer: D

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 # 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. Users experience changes which are smaller and more frequent
- B. Deployments of software builds are scripted to allow for automation
- C. Code is tested iteratively and frequently
- D. Developers spend less time fixing issues in their code

Answer: A

Explanation:

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.

NEW QUESTION # 17

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