

# ITIL-4-Practitioner-Deployment-Management Frenquent Update - ITIL-4-Practitioner-Deployment-Management Exam Forum



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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## Peoplecert ITIL 4 Practitioner: Deployment Management Sample Questions (Q19-Q24):

### NEW QUESTION # 19

[Apply Deployment Management Processes]

What should be done if a newly developed deployment model cannot be tested for technical reasons?

- A. Automate the activities of the new model before it is used
- B. Carry out test deployments to see if the model works correctly
- C. Closely monitor the first few uses of the new model
- D. Only use the new model after a way to test it has been found

**Answer: C**

Explanation:

When a newly developed deployment model cannot be tested due to technical limitations, ITIL 4 emphasizes a risk-based approach to deployment management to ensure stability and minimize disruption. Option C, closely monitoring the first few uses of the new model, aligns with ITIL 4's guidance to proceed cautiously when full testing is not feasible. This approach allows the organization to deploy the model in a controlled environment, observe its performance, and quickly address any issues, thereby reducing risk while gathering real-world data.

Option A (Only use the new model after a way to test it has been found): While testing is ideal, delaying deployment indefinitely until a testing method is found may not be practical, especially if business needs require timely deployment. This option is overly restrictive and does not balance risk with operational demands.

Option B (Carry out test deployments to see if the model works correctly): Conducting test deployments assumes testing is possible, which contradicts the question's premise that testing cannot be done for technical reasons. This makes the option invalid.

Option C (Closely monitor the first few uses of the new model): This is the most pragmatic approach, as it allows deployment with safeguards like monitoring to mitigate risks, aligning with ITIL's focus on value delivery and risk management.

Option D (Automate the activities of the new model before it is used): Automating an untested model could amplify risks, as automation without validation may propagate errors across environments.

## NEW QUESTION # 20

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

**Answer: B**

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 # 21

[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 # 22

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

**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 # 23

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

**Answer: A**

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 # 24

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