

# ITIL-4-Practitioner-Deployment-Management PDF Questions - Perfect Prospect To Go With ITIL-4-Practitioner-Deployment-Management Practice Exam



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anxiety.

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

| Topic   | Details  |
|---------|--|
| Topic 1 | <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 2 | <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 3 | <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>           |
| Topic 4 | <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> |

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

### NEW QUESTION # 15

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

### Answer: B

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 # 16

[Apply Deployment Management Processes]

An organization is deploying new software and new servers to support a service that will be launched soon. Which TWO of these activities should the organization conduct as part of the 'verification of the service components' activity of the 'deployment lifecycle management' process?

Checking that the correct models of server have been supplied  
Testing the software for defects  
Creating a schedule for installing the new servers  
Installing the new software to the newly installed servers

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

**Answer: D**

Explanation:

In ITIL 4, the 'verification of service components' activity within the deployment lifecycle management process ensures that delivered components meet specifications before deployment. The correct activities are:

Activity 1 (Checking that the correct models of server have been supplied): Part of verification, as it confirms that the hardware components match requirements.

Activity 2 (Testing the software for defects): Part of verification, as it ensures the software is functional and free of critical issues before deployment.

Activity 3 (Creating a schedule for installing the new servers): Incorrect, as scheduling is a planning activity, not verification.

Activity 4 (Installing the new software to the newly installed servers): Incorrect, as installation is part of the deployment execution, not verification.

**NEW QUESTION # 17**

[Use Tools and Techniques for Deployment]

Which automation tools should be used to transport and install configuration items into a test environment?

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

**Answer: B**

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 # 18**

[Integrate Deployment Management with Other Practices]

A large multi-national organization uses DevOps principles to enable fast and effective development and implementation of software products. Each product team has a lot of independence, but a centralized IT governance team ensures consistency and adherence to the organization's policies. Different people within the organization have different opinions about whether deployment management should be centralized or distributed among the teams. How should the deployment management practice be implemented and managed in this organization to ensure that the practice meets their needs?

- A. A centralized deployment management team should support the product teams by providing guidance and tooling
- B. Software developers in each team should take full responsibility for deployment of software that they develop
- C. Each development team should have an independent deployment manager who owns all aspects of deployment within that team
- D. A centralized deployment management team should manage and coordinate deployments for all development teams

**Answer: A**

Explanation:

In a DevOps environment with independent product teams and centralized governance, ITIL 4 recommends balancing autonomy with consistency. Option C, where a centralized deployment management team supports product teams by providing guidance and tooling, aligns with this approach. It ensures that teams retain flexibility to deploy efficiently while benefiting from standardized tools, best practices, and governance, maintaining organizational alignment and reducing risks of inconsistency.

Option A (Each development team should have an independent deployment manager who owns all aspects of deployment within that team): Incorrect, as fully independent deployment managers per team could lead to inconsistent practices and tools, undermining centralized governance and creating silos.

Option B (A centralized deployment management team should manage and coordinate deployments for all development teams): Incorrect, as centralizing all deployment activities reduces team autonomy, contradicting DevOps principles of empowering teams and slowing down delivery.

Option C (A centralized deployment management team should support the product teams by providing guidance and tooling): Correct, as it supports DevOps autonomy while ensuring consistency through shared tools (e.g., CI/CD pipelines) and guidance, aligning with ITIL 4's focus on value co-creation and governance.

Option D (Software developers in each team should take full responsibility for deployment of software that they develop): Incorrect, as while developers often handle deployments in DevOps, completely bypassing a structured deployment management practice risks non-compliance with governance and inconsistent outcomes.

**NEW QUESTION # 19**

[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. Integrate deployment management and configuration management activities to improve version control
- D. Embed validation and testing within the deployment models

**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 # 20**

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