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

Topic	Details
Topic 1	• 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 2	• 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 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	• 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 5	• 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 6	• 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.

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

NEW QUESTION # 11

[Understand the Key Concepts of Deployment Management]

Which of the following BEST describes the scope of deployment management practice?

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

Answer: D

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 # 12

[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 # 13

[Understand Roles and Responsibilities]

A fast-growing service provider is introducing separate roles of deployment manager and deployment practitioner. Which TWO activities is a deployment manager responsible for?

Ensuring that deployment records are up-to-date and correct

Prioritizing multiple deployments that require use of the same resources
Ensuring deployment plans support other service management plans
Capturing and verifying users' opinions on deployments

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

Answer: B

Explanation:

In ITIL 4, the deployment manager role focuses on strategic and coordinating activities, such as overseeing resource allocation and aligning deployment plans with broader service management objectives. The correct activities are:

Activity 2 (Prioritizing multiple deployments that require use of the same resources): A deployment manager ensures efficient resource use by prioritizing conflicting deployments, a key managerial responsibility.

Activity 3 (Ensuring deployment plans support other service management plans): The deployment manager aligns deployment activities with other practices (e.g., change enablement, release management) to ensure coherence across service management, another strategic task.

Activity 1 (Ensuring that deployment records are up-to-date and correct): This is typically a task for a deployment practitioner, who handles operational details like record-keeping, not a manager's core responsibility.

Activity 4 (Capturing and verifying users' opinions on deployments): This aligns more with practices like relationship management or service desk activities, not the deployment manager's role, which focuses on planning and execution rather than user feedback collection.

NEW QUESTION # 14

[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 one combined value stream for change enablement and deployment management
- D. Create a single value stream that includes change enablement, deployment management, and other practices such as continual improvement

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 # 15

[Understand the Key Concepts of Deployment Management]

Which is a key feature of continuous deployment which is not found in other CI/CD stages?

- A. It predominantly uses staging environments
- B. It automatically tests software code
- C. It enables users to benefit immediately from changes
- D. It allows individual decisions about software releases

Answer: C

Explanation:

Continuous deployment (CD) in ITIL 4 is the most advanced stage of the CI/CD pipeline, where every validated change is automatically deployed to production without manual intervention. The key feature unique to continuous deployment, not found in continuous integration or continuous delivery, is that it enables users to benefit immediately from changes (Option B), as changes reach production instantly after passing automated tests.

Option A (It automatically tests software code): Incorrect, as automated testing is a feature of continuous integration and continuous delivery, not unique to continuous deployment.

Option B (It enables users to benefit immediately from changes): Correct, as continuous deployment automatically pushes validated changes to production, delivering value to users without delay, unlike other CI/CD stages.

Option C (It predominantly uses staging environments): Incorrect, as continuous deployment minimizes reliance on staging environments, deploying directly to production.

Option D (It allows individual decisions about software releases): Incorrect, as continuous deployment eliminates manual release decisions, relying on automation for consistency.

NEW QUESTION # 16

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