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

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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	• 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.

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

NEW QUESTION # 11
[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. Employees from other practices understand how deployment activities are integrated into relevant workflows
- 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. Deployment models are developed and implemented

Answer: A

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 # 12

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

Answer: A

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 # 13

[Use Tools and Techniques for Deployment]

An organization is facing errors and delays when deploying software. An investigation has shown that these are often caused by the need for unplanned manual configuration of the target environments. What is the BEST recommendation for the organization to improve the success rate of deployments?

- A. Integrate build, test, and deployment activities
- B. Use incremental deployments
- C. Automate the CI/CD pipeline
- D. Leverage Infrastructure as Code

Answer: D

Explanation:

The issue of errors and delays due to unplanned manual configuration of target environments points to inconsistent or poorly managed environments. ITIL 4 recommends leveraging Infrastructure as Code (IaC) (Option A) to address this, as IaC automates and standardizes environment provisioning, ensuring consistency and reducing manual errors.

Option A (Leverage Infrastructure as Code): Correct, as IaC (e.g., using tools like Terraform or Ansible) defines environments in code, enabling repeatable, error-free setups and directly addressing the problem of manual configuration errors.

Option B (Use incremental deployments): Incorrect, as incremental deployments focus on releasing smaller changes but do not address the root cause of environment configuration issues.

Option C (Integrate build, test, and deployment activities): Incorrect, as while integration improves pipeline flow, it does not specifically resolve manual configuration errors in target environments.

Option D (Automate the CI/CD pipeline): Incorrect, as automating the pipeline is a broader solution that may include IaC, but it is not specific enough to address the environment configuration issue directly.

NEW QUESTION # 14

[Measure and Improve Deployment Management]

Which capability criterion should be used to assess if the organization is succeeding in increasing the capability level of its deployment management practice by maintaining an effective deployment approach?

- A. Deployments include required technologies and information flows
- B. New and changed services and service components are successfully deployed
- C. Deployment rules are integrated with policies and rules for changes and releases
- D. Deployments are supported by relevant competences

Answer: B

Explanation:
ITIL 4 defines capability levels based on outcomes and value delivery, with higher levels indicating reliable and effective practices. To assess whether an organization is increasing its deployment management capability by maintaining an effective approach, the key criterion is whether new and changed services and service components are successfully deployed (Option A). This outcome-focused measure directly indicates the practice's reliability and alignment with organizational goals.
Option A (New and changed services and service components are successfully deployed): Correct, as successful deployments are the primary indicator of an effective deployment management practice, reflecting capability maturity in ITIL 4.
Option B (Deployments are supported by relevant competences): Incorrect, as while competences are important, they are a supporting factor, not the primary criterion for assessing capability outcomes.
Option C (Deployments include required technologies and information flows): Incorrect, as having the right technologies is a prerequisite, not a direct measure of deployment success or capability.
Option D (Deployment rules are integrated with policies and rules for changes and releases): Incorrect, as integration with other practices supports deployment but is not the key indicator of capability compared to actual deployment success.

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 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 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
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