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ITIL 4 Practitioner: Deployment Management Exam

ITIL ITIL-4-Practitioner-Deployment-Management

Version Demo

Total Demo Questions: 3

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Topic Break Down

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QUESTION NO: 1

A product team has automated its deployment pipeline and can deploy a new application version within minutes. However, an infrastructure team must manually create each target environment, and differences between environments are causing deployment failures. What is the BEST action to improve the end-to-end deployment approach?

- A. Introduce more approval stages before every deployment
- B. Define target-environment configuration as version-controlled automated configuration
- C. Schedule deployments less frequently to give infrastructure teams more preparation time
- D. Add additional application tests after deployment has started

ANSWER: B

Explanation:

The organization should define and manage target-environment configuration as version-controlled, automated configuration. The deployment pipeline is only reliable when the environments into which components are deployed are consistent, repeatable, and available when needed. This reduces configuration drift and removes a manual dependency that currently prevents reliable flow.

Adding more pipeline checks may detect differences but does not remove their cause. Increasing deployment approvals or extending the release schedule would add delay without making environments consistent.

QUESTION NO: 2

A component was deployed successfully, but an incident investigation later showed that operations teams could not confirm which version had been installed on each target server. What improvement should be included in the deployment model?

- A. Require deployment and relevant service configuration records to be updated and verified
- B. Require an additional management approval before each deployment begins
- C. Retain deployment version information only in the development repository
- D. Ask deployment practitioners to record installed versions when incidents occur

ANSWER: A

Explanation:

The deployment model should require deployment information and relevant service configuration records to be updated and verified as part of the deployment. Accurate records provide traceability of what was deployed, where it was deployed, and whether the deployment completed successfully.

Increasing the number of approval steps does not ensure that the installed version is recorded. Retaining deployment information only in a development repository would not provide the operational visibility required, and relying on staff memory would make future investigation unreliable.

QUESTION NO: 3

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

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

D. Deployment model updates should consider inefficient processes

ANSWER: D

Explanation:

Deployment model updates should consider inefficient processes. In ITIL 4, deployment management is intended to move new or changed service components into live environments effectively, while supporting value co-creation and minimizing avoidable risk. Improving a deployment model therefore requires examining how the current model performs in practice: teams should identify bottlenecks, unnecessary handoffs, duplicated activities, excessive approvals, error-prone manual steps, and other sources of delay or waste. Those findings can inform proportionate changes to the model, such as increased automation, clearer decision points, better coordination, or revised controls. This reflects ITIL's continual improvement approach: improvement is not simply changing a process or adopting a new deployment technique, but using evidence from actual work to make the deployment approach more effective, efficient, reliable, and aligned with organizational objectives. The model should remain adaptable as service architecture, delivery methods, risks, and stakeholder needs evolve. ITIL's guiding principle of optimizing and automating is particularly relevant because it encourages organizations to simplify and improve work before applying automation. See the [ITIL guiding principles overview](#) and the [ITIL 4 Practitioner: Deployment Management certification page](#).