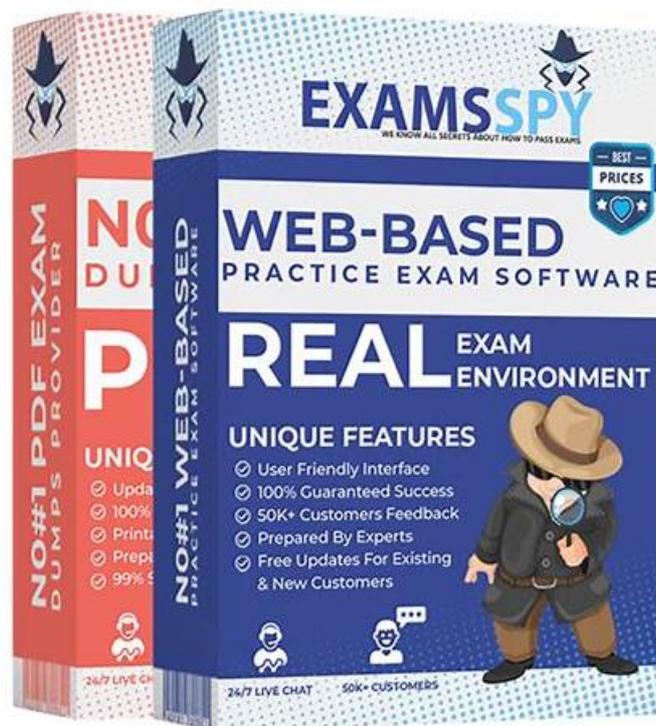


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Peoplecert PeopleCert DevOps Site Reliability Engineer (SRE) Sample

Questions (Q22-Q27):

NEW QUESTION # 22

An organization has invested heavily in ITIL and ITSM processes.
What's one way that SRE can support ITSM activities?

- A. SRE can engineer a configuration management system to capture assets and documentation
- B. SRE can work with ITSM tool vendors to accelerate ticket creation and closure
- **C. SRE can help with ITSM compliance activities through automation & engineering**
- D. SRE can help the Change Advisory Board (CAB) approve changes by adhering to an Error Budget

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

One of SRE's strengths is using software engineering and automation to reduce manual, process-heavy work.

This aligns perfectly with ITSM goals around repeatability, compliance, and quality.

The SRE Workbook, section "SRE and ITIL Integration," explains:

"SRE can complement ITSM by applying automation and engineering practices to reduce manual process load, increase consistency, and meet compliance requirements." Examples include:

- * Automating change processes
- * Automating incident response flows
- * Improving configuration consistency
- * Reducing ticket-driven toil through engineering

Why the other options are incorrect:

- * A CAB approvals are not governed by error budgets
- * C Ticket acceleration is not the goal of SRE
- * D Engineering CMDBs is not the primary mechanism for ITSM alignment

Thus, B is correct.

References:

SRE Workbook, "Modernizing Operations and ITIL Alignment"

NEW QUESTION # 23

Which of the following B6ST identifies a desired objective of the production readiness review (PRR)?

- **A. To validate the service meets international quality standards and frameworks**
- B. To ensure the service owner transitions operational accountability to the SRE team
- C. To improve the reliability of the service in the development and testing environment
- D. To ensure the service is ready for an SRE team to take over support and care for it

Answer: A

NEW QUESTION # 24

Which of the following describes work that would be considered "toil"?

- A. Work that has some enduring value but requires manual tasks
- **B. Work that is devoid of enduring value**
- C. Engineering work to add service features
- D. Engineering work that does not add enduring value

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

"Toil" in SRE has a very specific meaning. According to the Site Reliability Engineering Book, Chapter "Eliminating Toil":

"Toil is the kind of work tied to running a production service that tends to be manual, repetitive, automatable, tactical, has no enduring value, and scales linearly as the service grows." The key phrase is "no enduring value." Toil does not produce lasting improvement, even though it may be necessary in the short term. It consumes engineering effort without making the system better

over time.

Why the other options are incorrect:

* B Work that has some enduring value cannot be classified as toil by definition.

* C Engineering work that adds service features is explicitly non-toil, because SRE defines feature work as "project work," not operational toil.

* D Seems close but is misleading: engineering work without enduring value is poor engineering, not necessarily toil. Toil refers to operations workload specifically.

Thus, A is the correct and precise definition of toil.

References:

Site Reliability Engineering Book, "Eliminating Toil"

NEW QUESTION # 25

Which of the following BEST describes a business continuity plan?

- A. The activity of returning a configuration item back to normal
- **B. The way the organization maintains operations during a disaster**
- C. The management of risks that seriously affect the organization
- D. The way that data, files, applications, and systems are restored

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A Business Continuity Plan (BCP) is a critical component of organizational resilience. While not unique to SRE, SRE strongly intersects with continuity planning because reliable systems must continue functioning during disruptions. According to Google's SRE principles, reliability extends beyond typical outages and includes "ensuring services continue to operate even under exceptional conditions." (SRE Book - Chapter:

Addressing Risks). A business continuity plan specifically outlines how essential operations are maintained during major disruptions such as natural disasters, data center outages, or large-scale system failures.

Option A-"The way the organization maintains operations during a disaster"-matches the formal definition of BCP.

Option B refers to disaster recovery (DR), which is separate; DR focuses on restoring systems, not maintaining ongoing operations.

Option C refers to configuration management activities, not continuity.

Option D refers to risk management, which informs BCP but does not define it.

Therefore, A is the correct answer because it directly reflects the purpose of continuity planning as supported by reliability-focused guidance.

References:

Site Reliability Engineering: How Google Runs Production Systems, Chapters: "Addressing Risks,"

"Managing Critical State."

The Site Reliability Workbook, Sections discussing resilience and continuity in distributed systems.

NEW QUESTION # 26

"Problem-solving with a group of people with different skillsets"

Which of the following concepts is BEST interred by the above statement?

- A. Communication
- **B. Collaboration**
- C. Cooperation
- D. Coordination

Answer: B

NEW QUESTION # 27

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