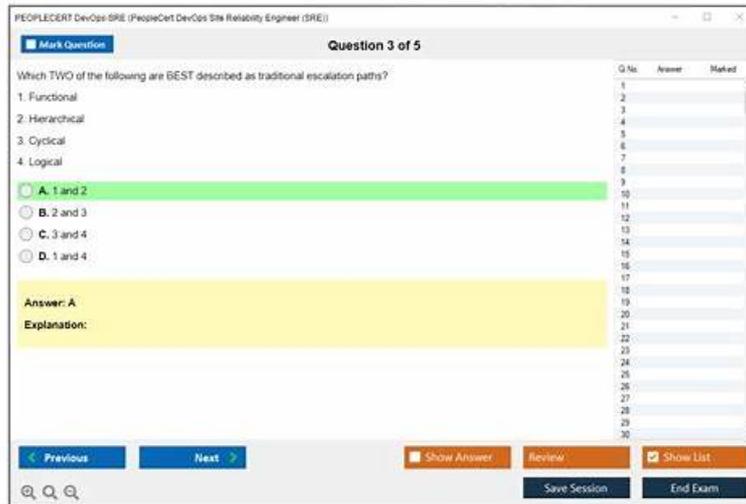


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## Peoplecert PeopleCert DevOps Site Reliability Engineer (SRE) Sample

## Questions (Q16-Q21):

### NEW QUESTION # 16

Which of the following BEST describe the characteristics of a product team?

- \* They are small and collaborative
- \* They have cross-functional skillsets
- \* They do not share responsibilities
- \* They discourage any feedback

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

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Modern SRE-aligned organizations use small, cross-functional product teams capable of owning design, development, testing, and operational reliability. The SRE Book emphasizes: "Effective service ownership arises from small, autonomous teams with diverse skillsets and strong collaboration habits." These teams share responsibility, encourage feedback, and maintain open communication to meet reliability goals.

Option A correctly identifies the two positive characteristics:

- \* Small and collaborative
- \* Cross-functional skillsets

Options 3 and 4 represent dysfunctional behaviors-SRE literature explicitly discourages responsibility silos and discouraging feedback, as these reduce reliability and slow incident learning.

Thus, A is the correct answer.

References:

Site Reliability Engineering, Chapter: "Organization and Culture."

The Site Reliability Workbook, discussions on product-oriented team structures.

### NEW QUESTION # 17

Which of the following BEST illustrates the engineering approach for work done within SRE?

- A. An SRE is resolving an incident as quickly as possible using a well-designed implemented process and knowledge base.
- B. An SRE is deploying a solution using an end-to-end pipeline that has been carefully analyzed from the start.
- C. An SRE is rapidly coding a solution to automate a daily tuning activity by following a set of best practices and principles.
- D. An SRE is designing a solution to eliminate toil and scale up service delivery by learning from other successful solutions.

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Google defines SRE as "what happens when you ask a software engineer to design an operations function." (SRE Book - Introduction). The core engineering approach in SRE focuses on:

- \* Eliminating toil
- \* Building scalable systems
- \* Applying software engineering to operational challenges
- \* Learning from previous solutions and patterns

The SRE Book emphasizes: "SREs focus on designing and engineering solutions that reduce manual operations and scale service delivery." (Chapter: Eliminating Toil). This aligns directly with Option B:

designing a solution to eliminate toil and scale service delivery, informed by prior successful engineering patterns.

Option A focuses only on automating a single tuning activity-not holistic engineering.

Option C describes deployment, not engineering approach to operations.

Option D is about incident response, not engineering strategy.

Thus, B is the best representation of SRE's engineering approach.

References:

Site Reliability Engineering, Chapters: "What Is SRE?", "Eliminating Toil." The Site Reliability Workbook, Engineering scalable solutions.

### NEW QUESTION # 18

Kaizen is the Japanese word for continuous improvement using small incremental changes. Which of the following BEST describes a kaizen mindset?

- A. Passionate about improvement by using experimentation to identify the best-possible problem solutions
- B. Enthusiasm for learning and applying problem-solving techniques in order to improve performance
- C. A willingness to recognize problems, prioritize them, find their solutions, and share lessons learned
- D. A desire to seek out the problem, find their root cause or causes and document the lessons learned

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Although Kaizen originates from Japanese lean culture, its mindset aligns strongly with SRE's continuous improvement philosophy. The SRE Book emphasizes a culture where teams identify problems, prioritize them, fix them, and share knowledge, stating that: "Incremental improvements and learning from failures lead to resilient systems, and teams must continuously refine processes and technology." (SRE Book - Chapters:

"Postmortem Culture," "Eliminating Toil"). Option C captures all key Kaizen elements-problem recognition, prioritization, solution, and knowledge sharing-mirroring SRE's blameless postmortem and iterative improvement practices.

Option A emphasizes learning but lacks problem ownership.

Option B focuses too narrowly on root cause analysis.

Option D emphasizes experimentation but misses prioritization and lesson-sharing.

Thus, C is the best match for a Kaizen mindset within the SRE framework.

References:

Site Reliability Engineering, Chapter: "Postmortem Culture: Learning From Failure." The Site Reliability Workbook, Continuous Improvement themes.

### NEW QUESTION # 19

Which of the following BEST describes how to contribute to achieving higher levels of availability?

1. Measuring the critical aspects
2. Maintaining a close relationship with development teams
3. Measuring staff performance
4. Maintaining a close interval between detection and correction

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

**Answer: A**

### NEW QUESTION # 20

Known workarounds represent what type of toil?

- A. Tactical
- B. Automatable
- C. Linear scaling
- D. No enduring value

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Known workarounds represent toil that has no enduring value, one of the key characteristics of toil defined by the SRE framework. From the Site Reliability Engineering Book, Chapter "Eliminating Toil":

"Toil is work that is manual, repetitive, automatable, tactical, has no enduring value, and scales linearly with service size." Known workarounds fit this definition because:



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