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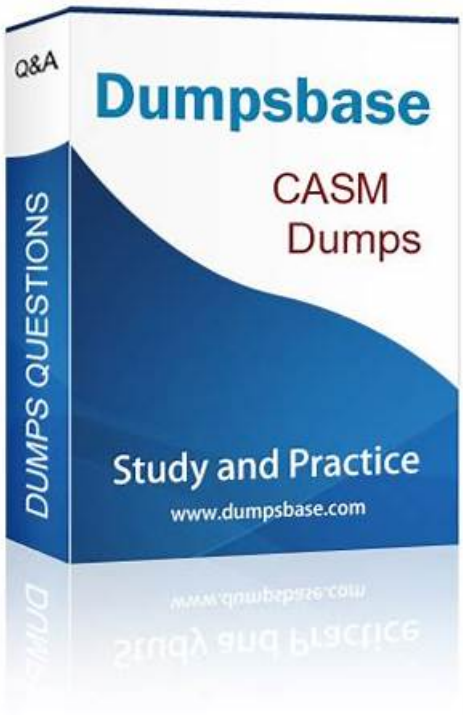

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Peoplecert CASM Exam Syllabus Topics:

Topic	Details
Topic 1	• Agile process improvement goals: This section assesses the capabilities of DevOps Developers in sustaining process improvements while enhancing automation. The goal is to achieve better efficiency and performance within organizations.
Topic 2	• Scrum roles and events: This section measures the understanding of Process Designers concerning Agile processes, including Scrum roles, events, and artifacts. It highlights their relationship to process improvement, ensuring that participants can effectively navigate and implement Scrum methodologies.
Topic 3	• Continuous Process Improvement: Discusses the necessity of ongoing process improvement through reviews and automation, ensuring that processes evolve to meet changing needs effectively.
Topic 4	• Agile concepts and practices: This part evaluates the knowledge of DevOps Developers regarding how various frameworks such as DevOps, ITIL, SRE, Lean, and Scrum facilitate Agile Service Management. These practices are vital for driving business value and improving service delivery.

Topic 5	• Agile manifesto core values: This section of the exam measures the skills of Process Designers and covers the significance of cross-functional teams that promote trust, collaboration, and efficiency in achieving organizational goals. Understanding these core values is essential for fostering a productive work environment.
Topic 6	• Adapting Agile thinking: This section assesses the abilities of Consultants and focuses on applying Agile thinking to IT delivery processes. It emphasizes the importance of aligning team efforts with customer needs to deliver solutions more rapidly. A key skill measured here is the ability to prioritize customer requirements effectively.

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Peoplecert Certified Agile Service Manager V2.1 Sample Questions (Q41-Q46):

NEW QUESTION # 41
Which is the BEST description of toil?

- A. Work that takes a long time to complete
- B. Work that is complex and difficult to do manually
- C. Work that is exhausting
- D. Work that is manual, repetitive, and devoid of enduring value

Answer: D

Explanation:
In Agile and DevOps, toil refers to manual, repetitive work that adds no lasting value to the product or service, consuming time and effort that could be better spent on high-value activities.
A . Incorrect. Toil is not necessarily complex; it is often simple but repetitive.
B . Incorrect. Toil may or may not take a long time; its defining trait is the lack of enduring value.
C . Correct. This definition captures toil's repetitive, manual nature and its inability to create value.
D . Incorrect. While toil can be exhausting, this description doesn't encompass its lack of value.
Reference:
Site Reliability Engineering (SRE) by Google: Toil definition and its impact.
Agile principles: Focus on value-added activities.

NEW QUESTION # 42
A team is working on a Sprint. A stakeholder requests that additional work be added to the Sprint Backlog. Who can approve or reject that request?

- A. The Team
- B. The Agile Service Manager
- C. The Agile Practice Owner
- D. The Product Owner

Answer: D

Explanation:

In Scrum, the Product Owner has the authority to manage the Product Backlog, including accepting or rejecting changes to the Sprint Backlog.
A . Incorrect. The team is responsible for delivering the work but does not control changes to the Sprint Backlog.
B . Incorrect. The Agile Service Manager is not a role in Scrum and does not make decisions about the Sprint Backlog.
C . Incorrect. The Agile Practice Owner is not a Scrum role.
D . Correct. The Product Owner ensures the Sprint Backlog aligns with the Sprint Goal and business priorities.
Reference:
Scrum Guide 2020: The role of the Product Owner

NEW QUESTION # 43
Which is NOT a characteristic of Agile Process Improvement?

- A. Aligning Agile values with processes
- B. Conducting regular reviews
- C. Ensures documentation is updated and comprehensive
- D. Identify and mitigate any constraints affecting the flow of work

Answer: C

Explanation:
Agile Process Improvement emphasizes iterative, value-driven enhancements to processes, but it avoids unnecessary bureaucracy, such as overly comprehensive documentation.
A . Correct. Agile focuses on identifying and mitigating bottlenecks or constraints to optimize workflow.
B . Correct. Regular reviews, such as retrospectives, are essential to continuous improvement.
C . Incorrect. While documentation is important, Agile prefers documentation that is "just enough" to support collaboration and delivery, avoiding overly comprehensive updates.
D . Correct. Aligning processes with Agile values ensures that improvements drive responsiveness, flexibility, and customer satisfaction.
Reference:
Agile Manifesto principle: "Working software over comprehensive documentation." Lean and Agile Process Improvement strategies in ITIL 4 and SAFe.

NEW QUESTION # 44
Which of the following is one of the MOST important outcomes of any Practice/Microprocess Planning?

- A. A and B
- B. The prioritized list of items for the next Sprint
- C. Metrics that will be used to measure progress or value
- D. A detailed plan on how to achieve the Practice/Microprocess goal

Answer: A

Explanation:
Effective planning for a practice or microprocess involves setting measurable outcomes and prioritizing tasks to ensure value delivery.
A . Correct. Metrics are vital to track progress and evaluate the impact of improvements.
B . Correct. Prioritizing the next steps helps the team focus on delivering value incrementally.
C . Incorrect. Agile discourages creating overly detailed plans, favoring adaptability.
D . Correct. Both metrics and prioritization are critical outcomes of effective planning.
Reference:
ITIL 4: Metrics and priorities in process improvement.
Scrum Guide 2020: Planning and prioritization principles.

NEW QUESTION # 45
Which is NOT an ITIL Guiding Principle?

- A. Progress iteratively with feedback
- B. Collaborate and promote visibility

- C. Understand and increase the flow of work
- D. Start where you are

Answer: C

Explanation:
ITIL 4 defines specific guiding principles that help organizations adopt and adapt practices in a service management context. Let's analyze the options:
A . Correct. "Start where you are" encourages building upon existing capabilities instead of starting from scratch.
B . Incorrect. While understanding flow is crucial in Lean practices, this specific phrasing is not an ITIL guiding principle. ITIL focuses more on holistic principles such as collaboration and iteration.
C . Correct. "Progress iteratively with feedback" reflects Agile and Lean practices in ITIL, ensuring incremental improvements with customer input.
D . Correct. Collaboration and visibility are key to ITIL 4 principles, promoting shared understanding and transparency.
Reference:
ITIL 4 Guiding Principles: Axelos ITIL 4 Foundation materials.

NEW QUESTION # 46
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