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Peoplecert CASM Exam Syllabus Topics:

Topic	Details
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Topic 1	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 2	Two aspects of Agile Service Management: This area focuses on the skills of Consultants in learning about Agile Process Improvement and Agile Process Engineering. It ensures that processes are streamlined and effective, crucial for maintaining agility in service management.
Topic 3	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 4	Continuous Process Improvement: Discusses the necessity of ongoing process improvement through reviews and automation, ensuring that processes evolve to meet changing needs effectively.

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Peoplecert Certified Agile Service Manager V2.1 Sample Questions (Q12-Q17):

NEW QUESTION # 12

Which statement about Practice Backlog Refinement is TRUE?

- A. It removes user stories that are not needed
- B. It determines the user stories for the next Sprint
- C. All of the above
- D. It adds more detail to user stories

Answer: C

Explanation:

Practice Backlog Refinement involves continuous improvement of the backlog to ensure it is actionable and aligns with team goals.

- A . Correct. Refinement involves adding detail to user stories to make them ready for implementation.
- B . Correct. During refinement, outdated or irrelevant user stories are removed to maintain backlog clarity.
- C . Correct. Refinement helps prioritize and prepare user stories for inclusion in the next Sprint.
- D . Correct. All of these actions are part of the refinement process.

Reference:

Scrum Guide 2020: Backlog Refinement process.

NEW QUESTION # 13

What is the starting point when designing an Agile process?

- A. Understand the service management architecture
- B. Understand who your customers are and what they value
- C. Understand the practice's vision and goal
- D. Getting the right stakeholders engaged

Answer: B

Explanation:

Designing an Agile process begins with understanding customer needs and value to ensure that processes align with delivering that value efficiently.

- A . Incorrect. While understanding the vision and goal is important, focusing on customer value takes precedence in Agile.
- B . Correct. Agile emphasizes delivering value to customers, making this the critical starting point for process design.
- C . Incorrect. Engaging stakeholders is essential but follows after understanding customer needs.
- D . Incorrect. Understanding architecture comes later in the design process, after defining customer-centric objectives.

Reference:

Agile Manifesto: Customer collaboration over contract negotiation.

ITIL 4: Service design principles.

NEW QUESTION # 14

Which statement about the Process Startup is TRUE?

- A. All of the above
- B. It is an inspection of progress toward the Sprint Goal
- C. Attendance is limited to Team members
- **D. It is a status meeting**

Answer: D

Explanation:

The Process Startup (or Daily Scrum equivalent in service management) is a quick status meeting to align the team's efforts and inspect progress.

- A . Incorrect. Attendance may involve stakeholders or others, depending on the context.
- B . Incorrect. The inspection of progress toward the Sprint Goal is a characteristic of the Sprint Review, not the Process Startup.
- C . Correct. The Process Startup functions as a status meeting to synchronize team activities.
- D . Incorrect. Not all options are correct.

Reference:

Scrum Guide 2020: Daily Scrum principles.

NEW QUESTION # 15

What is Agile Service Management?

- A. A cultural movement that aims to increase software delivery velocity and improve service reliability
- B. A production philosophy that focuses on reducing waste and improving the flow of processes to improve overall customer value
- **C. A framework that ensures that service management processes reflect Agile values and are designed with 'just enough' control and structure**
- D. A discipline that incorporates aspects of software engineering and applies them to infrastructure and operations problems

Answer: C

Explanation:

Agile Service Management integrates Agile principles into service management processes to ensure they are efficient, customer-centric, and adaptive. Let's analyze the options:

- A . Incorrect. While Agile Service Management does improve service delivery and reliability, calling it solely a cultural movement is too narrow.
- B . Incorrect. This describes Lean principles rather than Agile Service Management.
- C . Incorrect. This describes DevOps rather than Agile Service Management.
- D . Correct. Agile Service Management focuses on adapting service processes to align with Agile values, balancing flexibility with adequate control to ensure efficiency.

Reference:

ITIL 4 Service Value System

Agile Service Management Guide (Agile and ITIL integration).

NEW QUESTION # 16

What is an Epic?

- A. A user story with multiple requirements
- **B. A collection of related user stories**
- C. A set of requirements for a Sprint
- D. Both B and C

Answer: B

Explanation:

An Epic is a larger work item that is broken down into smaller, related user stories. It is not directly tied to Sprint requirements.

A . Incorrect. An Epic is not a single user story; it encompasses multiple related user stories.

B . Correct. Epics represent a grouping of related user stories that contribute to a larger feature or objective.

C . Incorrect. Epics are not necessarily scoped to a single Sprint; they may span multiple Sprints.

D . Incorrect. While related stories are correct, the reference to Sprint requirements is inaccurate.

Reference:

Agile Glossary: Definition of Epics.

NEW QUESTION # 17

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