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The PeopleCert DevOps-SRE (Site Reliability Engineer) Exam is a certification program designed to validate the skills and expertise of IT professionals in the field of DevOps and Site Reliability Engineering. DevOps-SRE exam is based on industry-standard practices and methodologies that are used by top organizations around the world. PeopleCert DevOps Site Reliability Engineer

(SRE) certification program is intended to equip IT professionals with the knowledge and skills required to optimize the availability, reliability, and performance of IT systems.

Peoplecert PeopleCert DevOps Site Reliability Engineer (SRE) Sample Questions (Q16-Q21):

NEW QUESTION # 16
Which of the following BEST describes the capabilities and scope of DevOps continuous monitoring?

- A. The combination of tools and the process for rapid incident detection and response of cloud services
- B. The use of multiple monitoring tools and an event management process for all applications
- C. The application of widespread system event monitoring by automating the end-user transactions
- D. The deployment of a set of integrated monitoring tools and event thresholds for infrastructure

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
SRE and DevOps share a common view of continuous monitoring-a holistic approach that enables rapid detection, diagnosis, and response across all parts of the system. The SRE Book states: "Monitoring must enable fast detection of anomalies, quick diagnosis, and effective incident response." Continuous monitoring includes application metrics, infrastructure signals, logs, traces, service health, and user-experience telemetry.
Option B captures this accurately: a combination of tools and processes enabling rapid incident detection and response, especially for cloud services.
Option A is partially correct but too narrow (only end-user transactions).
Option C is generic and does not emphasize continuous or rapid detection.
Option D describes infrastructure monitoring only-not full DevOps/SRE continuous monitoring.
Thus, B is the correct answer.
References:
Site Reliability Engineering, Chapter: "Monitoring Distributed Systems." The Site Reliability Workbook, Observability and Monitoring.

NEW QUESTION # 17
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 desire to seek out the problem, find their root cause or causes and document the lessons learned
- D. A willingness to recognize problems, prioritize them, find their solutions, and share lessons learned

Answer: D

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 # 18
Reliability is a key pillar to digital experience monitoring and the management of incidents.
Which of the following describes the BEST type of reliability monitoring strategy in SRE?

- A. A strategy that focuses on monitoring and discovering useful patterns and the performance of all active networks
- B. A strategy that harnesses advanced technologies to measure, analyze, and maintain the fitness of applications
- C. A strategy that uses traditional and familiar monitoring toots rather than advanced artificial intelligence
- D. A strategy that instruments observability and provides monitoring insights across an components and layers

Answer: D

NEW QUESTION # 19
An organization is experiencing significant turnover of IT operational staff with most not staying more than one year. The HR Director and IT Director are trying to determine why they are having difficulty retaining IT operations professionals.
What could be one of the reasons?

- A. Lack of time for skills development
- B. All of the above
- C. More time spent managing the backlog than fixing problems
- D. Overload and disruptive work patterns

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
High turnover in IT operations roles is often driven by a combination of factors, not just one. The Google SRE Book, Chapter "Eliminating Toil," outlines that excessive toil, unpredictable work, and overload contribute to burnout and churn:
"Excessive operational workload and interrupt-driven work lead to burnout and high attrition among engineering and operational staff." The SRE Workbook adds:
"Teams overwhelmed with toil struggle to innovate, automate, or develop new skills, creating frustration and increasing turnover."
Each option listed represents a recognized driver of burnout in SRE and operations environments:
* Overload and disruptive work patterns are known contributors to burnout.
* Lack of time for skills development demotivates engineers and prevents career growth.
* Backlog-driven cultures force teams into reactive rather than proactive work.
The combination of these factors matches common causes of attrition in operations teams. Therefore, all of the above is the correct answer.
References:
Site Reliability Engineering Book, "Eliminating Toil"
SRE Workbook, "Addressing Operational Overload"

NEW QUESTION # 20
Before getting into the technical details of a Service Level Objective, what should be done?

- A. Identify which tasks should be categorized as toil
- B. Start a conversation from the customer's point of view
- C. Assess what resources would be needed to meet the Service Level Objective
- D. Evaluate automation capabilities

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Before defining any technical details of an SLO, the SRE guidance is clear: the conversation must start from the customer's point of view. SLOs exist to represent what reliability level users genuinely require-not internal assumptions or engineering preferences.
The SRE Workbook, Chapter "Implementing SLOs," states:
"The process must begin by understanding what your users need from the service and what good performance actually means from the user's perspective." Likewise, in the Site Reliability Engineering Book:
"SLOs capture the reliability target that makes sense for the users and the product, which is why defining them must begin with understanding the user experience." This means that SLO development begins with analyzing:

* What users value
* What reliability thresholds they notice
* What failures matter to them most
Only after this understanding is established should teams discuss metrics, thresholds, SLIs, and error budgets.
Why the other options are incorrect:
* A. Identify toil - Relevant to operations, not SLO creation.
* B. Evaluate automation - Important for reducing toil, unrelated to initial SLO definition.
* D. Assess resources - Planning happens after SLO definition, not before.
Thus, the correct answer is C.
References:
SRE Workbook, Chapter: "Implementing SLOs"
Site Reliability Engineering Book, Chapter: "Service Level Objectives"

NEW QUESTION # 21
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