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Peoplecert PeopleCert DevOps Site Reliability Engineer (SRE) Sample Questions (Q62-Q67):

NEW QUESTION # 62

Engineering operational work to scale with a growing application is BEST achieved by addressing which of the following issues?

- A. Toil
- B. Staffing levels
- C. On-call rotations
- D. Interruptions

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

One of the central goals of SRE is that operational work must scale sublinearly with service growth. The SRE Book states: "If operational load grows linearly with service size, the model is unsustainable. Eliminating toil is key to scaling operations." (SRE Book - Chapter: Eliminating Toil). Toil prevents scaling because it is manual, repetitive, and tied directly to human effort.

Option C is the only answer that reflects this principle: reducing or eliminating toil enables SRE teams to support growing applications without increasing human labor proportionally.

Option A (staffing levels) does not scale sustainably.

Option B (interruptions) relate to productivity but not true scalability.

Option D (on-call rotations) affects fatigue, not the scaling of operational work.

Thus, C is the correct and SRE-authentic answer.

References:

Site Reliability Engineering, Chapter: "Eliminating Toil."

The Site Reliability Workbook, Chapters on automation and scaling operations.

NEW QUESTION # 63

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

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

Answer: A

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 # 64

Which of the following BEST defines the golden signal for errors?

- **A. The rate of failed requests-either explicitly, implicitly, or by policy**
- B. The time it takes to service successful as well as failed requests
- C. The percent of capacity used by your system for current requests
- D. The demand placed on your system by the volume of requests

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The SRE Book defines the Four Golden Signals of monitoring as Latency, Traffic, Errors, and Saturation.

Specifically, it describes "Errors" as: "the rate of requests that fail, whether explicitly, implicitly, or by policy." (SRE Book - Chapter: Monitoring Distributed Systems). This includes HTTP 5xx responses, timeouts, and requests served but not meeting success criteria. This definition matches option B exactly.

Option A describes latency, not errors.

Option C describes traffic.

Option D describes saturation (resource usage).

Therefore, B is the correct and SRE-accurate description of the golden signal for errors.

References:

Site Reliability Engineering: How Google Runs Production Systems, Chapter: "Monitoring Distributed Systems." The Site Reliability Workbook, sections on telemetry and alerting.

NEW QUESTION # 65

What is the MOST widely tracked Service Level Objective (SLO)?

- A. Observability
- B. Performance
- C. Availability
- D. Securability

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Availability is the most widely tracked and commonly understood SLO across nearly all digital services. It measures whether users are able to successfully access and use the system. Because unavailability directly impacts user experience, revenue, trust, and reliability, it is the primary SLO used across industries.

The Site Reliability Engineering Book, Chapter "Service Level Objectives," states:

"Availability is one of the most common and important SLOs since it reflects the basic ability of the service to function for users." The SRE Workbook also notes:

"Availability targets (e.g., 99.9%, 99.99%) are the most widely used form of SLOs and form the foundation of error budget policies." While performance SLOs are also common, availability SLOs are almost universal and foundational.

Thus, D. Availability is the correct answer.

References:

Site Reliability Engineering Book, "Service Level Objectives"

SRE Workbook, "Implementing SLOs"

NEW QUESTION # 66

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

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

Answer: A

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"

