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## Peoplecert CASM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Continuous Process Improvement: Discusses the necessity of ongoing process improvement through reviews and automation, ensuring that processes evolve to meet changing needs effectively.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

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## Peoplecert Certified Agile Service Manager V2.1 Sample Questions (Q31-Q36):

### NEW QUESTION # 31

What is Agile Service Management?

- A. A discipline that incorporates aspects of software engineering and applies them to infrastructure and operations problems
- 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 cultural movement that aims to increase software delivery velocity and improve service reliability

**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 # 32

What BEST describes the Practice Backlog?

- A. The project plan that will guide the practice's implementation roadmap
- B. All of the above
- C. The artifact that documents what will be needed in the next Sprint
- D. The single source of requirements for a practice

**Answer: D**

Explanation:

The Practice Backlog serves as the single source of truth for requirements within a service management practice, similar to how a Product Backlog functions in Scrum.

A . Incorrect. This describes a Sprint Backlog, not the Practice Backlog.

B . Correct. The Practice Backlog acts as the comprehensive repository for requirements specific to a practice.

C . Incorrect. While the Practice Backlog informs the roadmap, it is not a detailed project plan.

D . Incorrect. Only B accurately reflects the nature of a Practice Backlog.

Reference:

ITIL 4 and Agile Service Management: Practice Backlog as a requirements repository.

### NEW QUESTION # 33

An Agile Service Manager is what type of leader?

- A. Servant Leader
- B. Accountable Leader
- C. Inspiring Leader

- D. Project Leader

**Answer: A**

Explanation:

The Agile Service Manager embodies the role of a Servant Leader, focusing on enabling and empowering the team to succeed rather than exerting top-down control.

- A . Incorrect. While an Agile Service Manager can be inspiring, the primary focus is on serving the team and organization.
- B . Incorrect. Accountability is important, but the Agile Service Manager prioritizes serving others.
- C . Correct. As a Servant Leader, the Agile Service Manager removes impediments, supports the team's autonomy, and ensures alignment with Agile values.
- D . Incorrect. A Project Leader manages timelines and resources in traditional project management, which contrasts with the Agile Servant Leader role.

Reference:

Scrum Guide 2020: The Scrum Master as a Servant Leader.

ITIL 4: Servant Leadership in Agile environments.

### NEW QUESTION # 34

Which is NOT one of the underlying principles of the Agile Manifesto?

- A. Working software is the primary measure of progress
- **B. Deliver working software daily**
- C. Simplicity-the art of maximizing the amount of work not done-is essential
- D. The highest priority is to satisfy the customer

**Answer: B**

Explanation:

The Agile Manifesto outlines 12 principles, and while delivering value frequently is one of them, "delivering working software daily" is not explicitly stated. Let's evaluate the options:

- A . Correct. The Agile Manifesto states that "working software is the primary measure of progress."
- B . Incorrect. The principle states, "Deliver working software frequently, from a couple of weeks to a couple of months," but it does not specify daily delivery. This makes "daily" incorrect.
- C . Correct. Satisfying the customer through early and continuous delivery is the highest priority in Agile.
- D . Correct. Simplicity, or minimizing unnecessary work, is one of the core principles in Agile.

Reference:

Agile Manifesto: [agilemanifesto.org](http://agilemanifesto.org)

Principle 3: "Deliver working software frequently..."

Principle 10: "Simplicity-the art of maximizing the amount of work not done-is essential."

### NEW QUESTION # 35

What is the starting point when designing an Agile process?

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

**Answer: D**

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.

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