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Peoplecert Certified Agile Service Manager V2.1 Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which event includes activities such as creating and updating policies, identifying stakeholders, and drafting communication plans?

- A. Sprint Retrospective
- B. Strategic Sprint

- C. Sprint Planning
- D. Kickoff Meeting

Answer: D

Explanation:

The Kickoff Meeting sets the foundation for a project or process by addressing overarching policies, stakeholders, and communication strategies.

- A . Incorrect. Sprint Planning focuses on defining the Sprint Goal and selecting backlog items for the Sprint.
- B . Incorrect. The Sprint Retrospective reviews team performance and identifies improvement areas, not initial setup activities.
- C . Correct. The Kickoff Meeting ensures alignment on policies, stakeholders, and communication plans.
- D . Incorrect. A Strategic Sprint is not a formal Scrum event.

Reference:

Agile Project Management: Kickoff meeting guidelines.

NEW QUESTION # 28

What is a microprocess?

- A. All the activities from a customer request to a delivered product or service
- B. A distinct activity that can be defined, designed, implemented, and managed independently
- C. Interrelated activities that take specific inputs and produce specific outputs
- D. A set of activities for delivering an IT service

Answer: B

Explanation:

A microprocess is a smaller, distinct activity within a larger process that can be managed independently. It contributes to the overall process's goals but operates autonomously.

- A . Incorrect. This describes a broader process, not a microprocess.
- B . Correct. A microprocess is an independently manageable activity that can be defined, designed, and implemented without requiring extensive integration.
- C . Incorrect. This describes a value stream, not a microprocess.
- D . Incorrect. This describes an IT service process, not a microprocess.

Reference:

Agile and ITIL materials on service processes and their subdivisions.

NEW QUESTION # 29

Which statement about the Process Startup is TRUE?

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

Answer: A

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 # 30

An Agile Service Manager is what type of leader?

- A. Project Leader
- **B. Servant Leader**
- C. Accountable Leader
- D. Inspiring Leader

Answer: B

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 # 31

Which statement describes the Definition of Done?

- A. Items that need to be completed during the Sprint for success
- B. When a Team completes all of their work for a Sprint
- **C. Shared understanding of expectations for an increment or backlog item**
- D. From the Sprint Review, a description of what was completed during the Sprint

Answer: C

Explanation:

The Definition of Done (DoD) is a shared understanding of what constitutes completeness for a backlog item or increment, ensuring transparency and quality.

- A . Incorrect. This describes Sprint requirements, not the Definition of Done.
- B . Correct. The DoD is an agreement among the team about the criteria that must be met for work to be considered done.
- C . Incorrect. The Sprint Review reflects completed work but does not define the DoD.
- D . Incorrect. Completing work for a Sprint doesn't necessarily mean adhering to the DoD.

Reference:

Scrum Guide 2020: Definition of Done.

NEW QUESTION # 32

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