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Peoplecert Certified Agile Service Manager V2.1 Sample Questions (Q11-Q16):

NEW QUESTION # 11

Which BEST describes a Microprocess Architecture?

- A. An interrelated collection of microprocesses that support Scrum
- B. An organized structure for developing microprocesses that provide value
- C. A set of interrelated microprocesses for an effective and efficient service management process
- D. A collection of integrated microprocesses for a successful service management practice

Answer: C

Explanation:

A Microprocess Architecture is a structured framework of interrelated microprocesses designed to improve the efficiency and effectiveness of service management processes.

A . Correct. This definition captures the purpose and functionality of a microprocess architecture in service management.

B . Incorrect. While integration is part of a microprocess architecture, the emphasis is on interrelation and service management effectiveness.

C . Incorrect. Although it mentions structure and value, it does not emphasize the interconnected nature of the microprocesses.

D . Incorrect. Microprocess architectures are not exclusive to Scrum but are broader in scope.

Reference:

ITIL 4: Microprocess modularity and architecture principles.

NEW QUESTION # 12

Which of the following is Scrum based on?

- A. Lean
- B. Timeboxed iterations
- C. Sequential activities
- D. DevOps Principles

Answer: B

Explanation:

Scrum is built around timeboxed iterations called Sprints, where teams work in a fixed period (typically 1-4 weeks) to deliver a potentially shippable product increment.

A . Incorrect. While Scrum incorporates some Lean principles, its foundation is timeboxing, not Lean.

B . Incorrect. Scrum and DevOps are complementary but distinct. Scrum is not based on DevOps principles.

C . Correct. Timeboxing is a core aspect of Scrum, ensuring focused delivery within a defined timeframe.

D . Incorrect. Scrum rejects sequential (Waterfall-like) processes in favor of iterative and incremental work.

Reference:

Scrum Guide 2020: Sprints and Timeboxing

NEW QUESTION # 13

How does the Agile Service Manager serve the organization?

- A. By focusing on outcomes over artifacts
- B. By ensuring the Team is customer-focused
- C. By helping to improve the overall agility of the organization
- D. It does not serve the organization; it serves the Team

Answer: C

Explanation:

The Agile Service Manager serves the organization by fostering agility and improving the ability to respond to change effectively.

A . Correct. The Agile Service Manager's role includes driving organizational agility by aligning processes and practices with Agile principles.

B . Incorrect. While Agile values outcomes over artifacts, this is a broader principle, not the primary focus of the Agile Service

Manager's service to the organization.

C . Incorrect. Ensuring customer focus is more specific to the team and Product Owner roles.

D . Incorrect. The Agile Service Manager serves both the team and the broader organization by aligning efforts with strategic goals.

Reference:

ITIL 4: Agile Service Management as part of organizational agility.

SAFe Framework: Role of leaders in promoting enterprise agility.

NEW QUESTION # 14

What BEST describes the Practice Backlog?

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

Answer: B

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 # 15

What is the term for a process that has enough value that people are willing to use it initially?

- A. Beta Release
- B. Minimum Value Process
- **C. Minimum Viable Process**
- D. Proof of Concept

Answer: C

Explanation:

A Minimum Viable Process (MVP) is the smallest functional version of a process that delivers enough value for initial use while allowing for iterative refinement.

A . Incorrect. "Minimum Value Process" is not a recognized term in Agile.

B . Correct. The MVP concept aligns with Agile principles, focusing on delivering value early while enabling incremental improvements.

C . Incorrect. A Beta Release applies to software products rather than processes.

D . Incorrect. A Proof of Concept demonstrates feasibility but does not necessarily deliver usable value.

Reference:

Lean Startup by Eric Ries: MVP concept.

Agile principles: Iterative delivery and customer feedback.

NEW QUESTION # 16

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