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Peoplecert CASM Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	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.
Topic 3	Adapting Agile thinking: This section assesses the abilities of Consultants and focuses on applying Agile thinking to IT delivery processes. It emphasizes the importance of aligning team efforts with customer needs to deliver solutions more rapidly. A key skill measured here is the ability to prioritize customer requirements effectively.
Topic 4	Agile manifesto core values: This section of the exam measures the skills of Process Designers and covers the significance of cross-functional teams that promote trust, collaboration, and efficiency in achieving organizational goals. Understanding these core values is essential for fostering a productive work environment.

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Peoplecert Certified Agile Service Manager V2.1 Sample Questions (Q25-Q30):

NEW QUESTION # 25

Which of the following is Scrum based on?

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

Answer: D

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 # 26

What is the starting point when designing an Agile process?

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

Answer: B

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.

ITIL 4: Service design principles.

NEW QUESTION # 27

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

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

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

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

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

NEW QUESTION # 28

Intelligent automation requires which initial element?

- A. Intelligent process
- B. Intelligent tools
- C. Resilient process
- D. Resilient technology

Answer: A

Explanation:

Intelligent automation begins with intelligent processes that are designed to adapt and respond to dynamic needs, supported by automation tools and resilient technology.

A . Correct. The foundation of intelligent automation is a process designed with adaptability and efficiency in mind.

B . Incorrect. Tools are important but secondary to having a well-designed process.

C . Incorrect. Resilient technology supports automation but does not serve as the starting point.

D . Incorrect. Resilient processes are an outcome of intelligent process design.

Reference:

ITIL 4: Role of intelligent automation in service management.

Agile and DevOps: Process-first approach to automation.

NEW QUESTION # 29

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

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

Answer: D

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 # 30

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