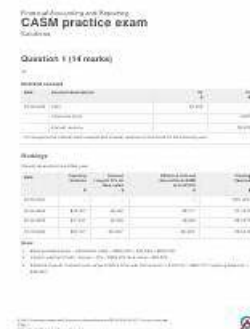


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Peoplecert CASM Exam Syllabus Topics:

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

| | |
|---------|---|
| Topic 4 | <ul style="list-style-type: none"> 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 5 | <ul style="list-style-type: none"> 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 6 | <ul style="list-style-type: none"> 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. |

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Peoplecert Certified Agile Service Manager V2.1 Sample Questions (Q15-Q20):

NEW QUESTION # 15

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

- A. Simplicity-the art of maximizing the amount of work not done-is essential
- B. Deliver working software daily
- C. The highest priority is to satisfy the customer
- 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 # 16

Which is the BEST description of toil?

- A. Work that is manual, repetitive, and devoid of enduring value
- B. Work that takes a long time to complete
- C. Work that is exhausting

- D. Work that is complex and difficult to do manually

Answer: A

Explanation:

In Agile and DevOps, toil refers to manual, repetitive work that adds no lasting value to the product or service, consuming time and effort that could be better spent on high-value activities.

- A . Incorrect. Toil is not necessarily complex; it is often simple but repetitive.
- B . Incorrect. Toil may or may not take a long time; its defining trait is the lack of enduring value.
- C . Correct. This definition captures toil's repetitive, manual nature and its inability to create value.
- D . Incorrect. While toil can be exhausting, this description doesn't encompass its lack of value.

Reference:

Site Reliability Engineering (SRE) by Google: Toil definition and its impact.

Agile principles: Focus on value-added activities.

NEW QUESTION # 17

How does the Agile Service Manager serve the Team?

- A. All of the above
- B. Ensuring the Team is customer-focused
- C. Writing clear user stories
- **D. Removing impediments to their progress**

Answer: D

Explanation:

The Agile Service Manager primarily serves the team by removing impediments that block progress and ensuring smooth delivery.

Let's assess the options:

- A . Incorrect. While customer focus is important, this responsibility lies with the Product Owner or similar roles, not primarily the Agile Service Manager.
- B . Incorrect. Writing user stories is a responsibility of the Product Owner or team members, not the Agile Service Manager.
- C . Correct. The Agile Service Manager supports the team by identifying and eliminating obstacles to ensure their progress and efficiency.
- D . Incorrect. While some aspects are relevant, only C accurately reflects the primary role of an Agile Service Manager.

Reference:

Scrum Guide 2020: Role of the Scrum Master in removing impediments.

NEW QUESTION # 18

What is the starting point when designing an Agile process?

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

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 # 19

Which of the following is a benefit of Agile Service Management?

- **A. All of the above**
- B. Improve the velocity of process improvement teams
- C. Overcome constraints in process workflows
- D. Meet customer requirements faster and more accurately

Answer: A

Explanation:

Agile Service Management delivers numerous benefits by combining Agile principles with service management.

A . Correct. Agile Service Management overcomes workflow constraints by improving flexibility and adaptability.

B . Correct. Agile ensures faster delivery of services that meet customer needs.

C . Correct. Agile fosters incremental improvements, increasing the velocity of process improvement teams.

D . Correct. All of the above are true benefits of Agile Service Management.

Reference:

Benefits of Agile Service Management in ITSM frameworks like ITIL.

NEW QUESTION # 20

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