

Quiz Peoplecert - CASM - Certified Agile Service Manager V2.1 Newest Test Answers



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Peoplecert CASM Exam Syllabus Topics:

Topic	Details
Topic 1	Continuous Process Improvement: Discusses the necessity of ongoing process improvement through reviews and automation, ensuring that processes evolve to meet changing needs effectively.
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	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	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.

Topic 5	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	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 (Q11-Q16):

NEW QUESTION # 11

Which statement about the Process Startup is TRUE?

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

Answer: C

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 # 12

Which of the following would NOT help sustain improvements?

- A. Solicit feedback when changes are made
- B. Provide ongoing training to existing employees
- C. Increase the velocity of Teams
- D. Communicate successes, failures, and lessons learned

Answer: C

Explanation:

Sustaining improvements in Agile Service Management requires fostering a culture of learning, feedback, and collaboration. Simply increasing the velocity of teams does not inherently sustain improvements and can sometimes lead to burnout if not managed properly.

- A . Incorrect. Ongoing training equips employees with the skills needed to adapt to changes, which sustains improvements.
- B . Correct. While increasing velocity is desirable, it does not directly sustain improvements and may have negative impacts without adequate support.
- C . Incorrect. Sharing successes and lessons learned builds a culture of continuous improvement.
- D . Incorrect. Soliciting feedback ensures that changes remain relevant and effective, a key factor in sustaining improvements.

Reference:

ITIL 4: Continuous Improvement principles.

Scrum and Agile: Importance of sustainable delivery practices.

NEW QUESTION # 13

An organization's CIO believes they will better serve customers if they become more Agile. How can an organization become more Agile?

- A. Both A and C
- B. Shift IT's main focus to software development
- C. Be more collaborative
- D. Put strict control on changes and only allow them early in development

Answer: C

Explanation:

Becoming more Agile requires fostering collaboration, flexibility, and customer focus. Let's evaluate the options:

A . Incorrect. While IT plays a crucial role in Agile transformation, solely focusing on software development doesn't address Agile principles like collaboration, iterative value delivery, and responsiveness to change.

B . Incorrect. Strict control over changes contradicts Agile principles, which encourage adaptability and welcoming change throughout development.

C . Correct. Collaboration is a core value in Agile, emphasizing interactions among teams, customers, and stakeholders to deliver value effectively.

D . Incorrect. While collaboration is correct, pairing it with a narrow IT focus (option A) doesn't reflect a holistic Agile transformation.

Reference:

Agile Manifesto (Individual and interactions over processes and tools).

Principles of Agile Transformation: Collaboration and adaptability are key.

NEW QUESTION # 14

What is Lean?

- A. A method of work that pulls the flow of work
- B. The DevOps values
- C. A standard for delivering software
- D. A production philosophy that focuses on improving customer value

Answer: D

Explanation:

Lean is a production philosophy derived from Toyota's manufacturing system, which focuses on delivering customer value by reducing waste, improving flow, and continuously enhancing processes.

A . Incorrect. Lean is not a standard for delivering software. It is a broader philosophy that can be applied across industries.

B . Correct. Lean's primary objective is to optimize customer value by eliminating inefficiencies and improving workflow.

C . Incorrect. While Lean uses pull systems to manage workflow, this is a method within Lean and not its overall definition.

D . Incorrect. DevOps values align with Lean principles but do not define Lean itself.

Reference:

Lean Thinking by James Womack and Daniel Jones

SAFe Framework: Applying Lean Principles

NEW QUESTION # 15

What is an Epic?

- A. A collection of related user stories
- B. A set of requirements for a Sprint
- C. A user story with multiple requirements
- D. Both B and C

Answer: A

Explanation:

An Epic is a larger work item that is broken down into smaller, related user stories. It is not directly tied to Sprint requirements.

A . Incorrect. An Epic is not a single user story; it encompasses multiple related user stories.

B. Correct. Epics represent a grouping of related user stories that contribute to a larger feature or objective.

C. Incorrect. Epics are not necessarily scoped to a single Sprint; they may span multiple Sprints.

D. Incorrect. While related stories are correct, the reference to Sprint requirements is inaccurate.

Reference:

Agile Glossary: Definition of Epics.

NEW QUESTION # 16

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