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Peoplecert CASM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.

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"> 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

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

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

Answer: A

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 # 26

Which event marks the beginning of a Sprint in Scrum?

- A. Sprint Start
- B. Sprint Review
- **C. Sprint Planning**
- D. Daily Scrum

Answer: C

Explanation:

In Scrum, Sprint Planning is the event where the team collaborates to define the Sprint Goal and decide which items from the Product Backlog will be worked on during the Sprint. This marks the formal beginning of the Sprint.

- A . Correct. Sprint Planning kicks off the Sprint by setting its goals and scope.
- B . Incorrect. "Sprint Start" is not an official Scrum term.
- C . Incorrect. Sprint Review happens at the end of the Sprint to inspect the increment.
- D . Incorrect. The Daily Scrum occurs every day during the Sprint but does not mark its start.

Reference:

Scrum Guide 2020: Sprint Planning

NEW QUESTION # 27

How does the Agile Service Manager serve the organization?

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

Answer: B

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 # 28

What is an Epic?

- **A. A collection of related user stories**
- B. A user story with multiple requirements
- C. A set of requirements for a Sprint
- 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 # 29

An organization is currently managing some very complex projects and is struggling to keep team members properly focused so they deliver results on time. Which of the following could BEST help the teams focus on immediate needs and get more done?

- A. ITIL
- B. DevOps

[illegible]

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