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CASM

CASM - answer Critical appraisal of systematic reviews/meta-analysis

1. Was there comprehensive and clearly described search for relevant studies? - answer - Did this search span the published and unpublished literature, or was it limited to published studies?
- What justification was offered for the decision to include/exclude unpublished studies?
2. Were clear and adequate criteria used to include and exclude studies from analysis? - answer I.e. did the authors decide to include or exclude studies conducted without blinding?
3. Were individual studies rated independently? - answer Did multiple ind. raters conduct the evaluation of ind. studies?
4. Were individual studies rated with blinding? - answer Was evaluation blinded (ie conceal author, publication date)?
5. Was inter rater agreement adequate? - answer degree of agreement among raters
- 6-10 - answer specific to the quantitative analysis of outcomes in a meta-analysis:
 6. Was average effect size presented?
 7. Were results weighed by sample size?
 8. Was the confidence interval around the average effect size adequately precise?
 9. Did a forest plot suggest reasonable homogeneity of findings across ind. studies?
 10. If not, was a heterogeneity or moderate analysis conducted?
- If systematic review, 6-10 are N/A
- If confidence interval around mean effect size is very large or there is extensive variability - answer outcome of meta-analysis will be of limited utility
11. Were the results sufficiently relevant to my patient and practice? - answer
Regardless of how strong the external evidence from a meta-analysis or systematic review may be, it must still be integrated with evidence concerning the characteristics and preferences of a particular patient before a decision about changing current clinical practice is made

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Peoplecert CASM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 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"> 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	<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 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"> 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.

>> CASM Examcollection Questions Answers <<

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Peoplecert Certified Agile Service Manager V2.1 Sample Questions (Q37-Q42):

NEW QUESTION # 37

What is Agile Service Management?

- A. A production philosophy that focuses on reducing waste and improving the flow of processes to improve overall customer value
- B. A discipline that incorporates aspects of software engineering and applies them to infrastructure and operations problems
- C. A cultural movement that aims to increase software delivery velocity and improve service reliability
- D. A framework that ensures that service management processes reflect Agile values and are designed with 'just enough' control and structure

Answer: D

Explanation:

Agile Service Management integrates Agile principles into service management processes to ensure they are efficient, customer-centric, and adaptive. Let's analyze the options:

A . Incorrect. While Agile Service Management does improve service delivery and reliability, calling it solely a cultural movement is too narrow.

B . Incorrect. This describes Lean principles rather than Agile Service Management.

C . Incorrect. This describes DevOps rather than Agile Service Management.

D . Correct. Agile Service Management focuses on adapting service processes to align with Agile values, balancing flexibility with adequate control to ensure efficiency.

Reference:

ITIL 4 Service Value System

Agile Service Management Guide (Agile and ITIL integration).

NEW QUESTION # 38

A team is working on a Sprint. A stakeholder requests that additional work be added to the Sprint Backlog. Who can approve or reject that request?

- A. The Agile Service Manager
- B. The Agile Practice Owner
- C. The Team
- **D. The Product Owner**

Answer: D

Explanation:

In Scrum, the Product Owner has the authority to manage the Product Backlog, including accepting or rejecting changes to the Sprint Backlog.

A . Incorrect. The team is responsible for delivering the work but does not control changes to the Sprint Backlog.

B . Incorrect. The Agile Service Manager is not a role in Scrum and does not make decisions about the Sprint Backlog.

C . Incorrect. The Agile Practice Owner is not a Scrum role.

D . Correct. The Product Owner ensures the Sprint Backlog aligns with the Sprint Goal and business priorities.

Reference:

Scrum Guide 2020: The role of the Product Owner

NEW QUESTION # 39

What is Lean?

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

Answer: B

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 # 40

Which statement applies to Agile Process Engineering?

- **A. Shapes future increments on current business conditions**
- B. Has a linear, sequential approach
- C. Robust documentation is required
- D. All requirements are defined upfront

Answer: A

Explanation:

Agile Process Engineering focuses on adaptability and iterative design, aligning future iterations with current needs and business conditions.

A . Correct. Agile evolves based on current feedback and conditions, enabling flexibility and continuous improvement.

B . Incorrect. Agile avoids linear, sequential approaches, favoring iterative cycles.

C . Incorrect. Agile does not define all requirements upfront; it adapts as new needs emerge.

D . Incorrect. Agile minimizes documentation, focusing on value delivery over rigid processes.

Reference:

Scrum Guide 2020: Iterative and incremental development.

ITIL 4: Agile Service Management and adaptability.

NEW QUESTION # 41

What is the starting point when designing an Agile process?

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

Answer: C

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 # 42

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