



DevOps Institute

Certified Agile Service Manager

Sample Exam with Answer Key

1. Which event's outputs include the next Practice Backlog items to be completed, how those items will be completed and the Sprint Goal?

- A. Sprint Review
- B. Practice Planning
- C. Sprint Planning
- D. Sprint Retrospective

2. According to the Agile Manifesto, which of the following items should NOT be overvalued when developing software?

- A. Working software
- B. Comprehensive documentation
- C. Responding to change
- D. Individuals and interactions

3. Which of the following is NOT a benefit of Agile Service Management?

- A. Optimizing the use of automation for services
- B. Increase the efficiency and effectiveness of processes
- C. Get more "done"
- D. Improve the collaboration between Dev, Ops and Business

4. Which of the following is NOT a basic type of Sprint?

- A. Practice
- B. Strategic
- C. Process Increment
- D. Continual Service Improvement

5. Which of the following is performed by the Agile Practice Owner?

- A. Clarifying the Definition of Done for each increment
- B. Identifying opportunities to optimize automation and reduce manual activities
- C. Prioritizing items in the Practice Backlog
- D. All of the above

6. Which of the following is NOT provided to an Agile Service Management Team for each Sprint?

- A. A completion date
- B. User stories
- C. Practice Backlog
- D. Definition of Done

7. Which of the following roles is the counterpart to the Scrum Master?

- A. Agile Practice Owner
- B. Agile Service Manager
- C. Service Management Scrum Master
- D. Project Manager

8. When should a Process Improvement Review be conducted?

- A. Quarterly for microprocesses, annually for practices
- B. When automation is being considered
- C. Immediately after a microprocess release
- D. Both A and B

9. What is ITIL®?

- A. The IT Infrastructure Library for service delivery
- B. A standard for IT service management
- C. A production philosophy to improve overall customer value
- D. A framework to deliver and maintain IT services to provide optimal value

10. Which of the following is the best definition of capacity?

- A. The ability to do something
- B. The amount of work a team can complete in a given amount of time
- C. An estimate of the total amount of engineering time available for a given Sprint
- D. The maximum amount something can contain

11. Which is NOT a Scrum artifact?

- A. Increment
- B. Product Backlog
- C. Progress Chart
- D. Sprint Backlog

12. Who facilitates a Sprint Review?

- A. The Agile Service Manager
- B. The Practice Owner
- C. The Team members take turns
- D. The Project Manager

- 13. Which of the following is NOT an objective of Agile Service Management?**
- A. Balancing between a service management governance model and a self-regulating system
 - B. Optimize processes across the organization's value streams
 - C. Enabling a faster flow of software delivery
 - D. Ensuring there is the least amount of process control for the greatest amount of speed, quality and compliance
- 14. Which statement applies to Agile Process Engineering?**
- A. Has short feedback and feed-forward loops
 - B. Has a linear, sequential approach
 - C. All requirements are defined upfront
 - D. Robust documentation is required
- 15. Which statement about the Practice Backlog is TRUE?**
- A. It contains requirements for all processes
 - B. Its content is limited to functional requirements
 - C. It inventories and assesses current tools
 - D. It is visible to all stakeholders
- 16. Why are items in the Practice Backlog expressed as user stories?**
- A. User stories describe a requirement from a user's perspective
 - B. User stories are not intended to include all the details
 - C. User stories are used to facilitate communication
 - D. All of the above

- 17. Which of the following is NOT an agile process characteristic?**
- A. Has an accountable owner
 - B. Prizes collaboration and outcomes more than its artifacts
 - C. Allows for self-regulation, with consequences
 - D. Benchmarks against Lean principles
- 18. What is a Minimum Viable Process?**
- A. The least number of steps for the process to succeed
 - B. The part of a process that is tested and ready to be released
 - C. The least amount needed for a process to meet its Definition of Done
 - D. The part of a process that meets the highest priority requirements
- 19. Which BEST describes a Service Management Architecture?**
- A. A set of service management processes that together ensure services meet customer expectations
 - B. A matrix of integrated practices that ensure services deliver the expected value
 - C. A matrix of integrated practices for successfully managing IT services
 - D. A set of service management processes for delivering services of value
- 20. What is value?**
- A. How much someone is willing to pay for something
 - B. The cost of an IT service
 - C. The price of an IT service
 - D. The importance, worth or usefulness of something

- 21. Which of the following is NOT a reason Process Improvement is Important?**
- A. If left unchecked, processes can become complex and bureaucratic
 - B. To ensure seamless performance of the end-to-end process
 - C. The leap from “just enough” to “too much” can happen quickly
 - D. There is a risk people will revert to old way of doing things
- 22. Which statement about Site Reliability Engineering is INCORRECT?**
- A. The goal is to create scalable and reliable distributed software systems
 - B. What happens when a hardware engineer is tasked with improving reliability
 - C. Site Reliability Engineers spend 50% of their time on software development
 - D. Google considers Site Reliability Engineering its approach to service management
- 23. The purpose of Practice Backlog Refinement is to**
- A. Add or remove items to/from the Practice Backlog
 - B. Add or remove items to/from the Sprint Backlog
 - C. Add detail, estimates and prioritization to Practice Backlog items
 - D. Subdivide the Practice Backlog so it can be worked on by multiple teams

24. Which of the following are examples of Agile Service Management automation?

- A. Monitoring, observability and event management
- B. Dashboards, metrics and analytics
- C. Robotic process automation
- D. All of the above

25. Which of the following is NOT a Lean Principle?

- A. Define value
- B. Map the value stream
- C. Create Flow
- D. Establish Push

26. What is a process?

- A. A structured set of activities designed to accomplish a specific objective
- B. A distinct activity that can be defined, designed, implemented and managed independently
- C. All the activities from a customer request to a delivered product or service
- D. A set of activities for delivering an IT service

27. What is the timebox for Sprint Planning?

- A. 1.5-3 hours
- B. 2-4 hours
- C. 4-8 hours
- D. It is not timeboxed

- 28. Who is responsible for planning Process Improvement Reviews?**
- A. The Agile Service Manager
 - B. The Team
 - C. The Agile Practice Owner
 - D. The Project Manager
- 29. Which is NOT one of the underlying principles of the Agile Manifesto?**
- A. Changes are accepted late in development
 - B. The highest priority is working software
 - C. The best services emerge from self-organizing teams
 - D. Promote sustainable activities and a consistent pace indefinitely
- 30. Which of the following is NOT part of how the Agile Service Manager serves the Team?**
- A. Coaching them to be self-managing
 - B. Assisting them adopt and adapt Scrum
 - C. Helping those outside the Team understand how to interact with the Team
 - D. Increasing their productivity
- 31. Which of the following are included in a Sprint Backlog?**
- A. Subset of the Practice Backlog
 - B. Sprint Goal
 - C. Sprint Planning
 - D. Both A and B

- 32. Which statement about DevOps is INCORRECT?**
- A. DevOps is a documented set of best practices
 - B. DevOps is a cultural movement
 - C. DevOps has three principles
 - D. DevOps applies systems thinking across the entire value stream
- 33. To better meet customers' needs, an organization wants to become more Agile. What is one of the ways that they can accomplish this goal?**
- A. Focus primarily on tools and applications
 - B. Be more adaptive
 - C. Be more aggressive
 - D. All of the above
- 34. What is the difference between Agile Process Engineering and traditional process design?**
- A. Traditional process design takes longer to roll out an entire process
 - B. Agile Process Engineering requires fewer stakeholders
 - C. Agile Process Engineering designs and implements a process in smaller, frequent increments
 - D. Traditional process design has more feedback loops
- 35. Which Scrum artifact shows what items will be completed in this Sprint?**
- A. Increment
 - B. Product Backlog
 - C. Sprint Backlog
 - D. Progress Chart

- 36. What is the key responsibility of an Agile Practice Owner?**
- A. Manage the Practice Backlog
 - B. Ensuring that Agile values are embedded in the practice
 - C. Assessing the quality and value of the practice
 - D. Communicating the practice's vision and goal
- 37. Which of the following is the best definition of agility?**
- A. Being able to change direction quickly
 - B. Centers around speed, collaboration and adaptability
 - C. Accomplishing an objective for a customer in a timely manner
 - D. Being efficient with the minimum number of steps
- 38. What happens to any uncompleted Sprint Backlog items at the end of a Sprint?**
- A. Reprioritized with the new Sprint Backlog items
 - B. Reprioritized with other Practice Backlog items
 - C. Given higher priority for the next Sprint
 - D. Given lower priority for the next Sprint
- 39. Which is described as an inspection of progress toward the Sprint Goal?**
- A. Sprint Review
 - B. Process Standup
 - C. Sprint Retrospective
 - D. Practice Backlog Refinement

40. Which of the following is a benefit of using automation with Agile Service Management?

- A. Fewer errors
- B. Faster recovery
- C. Business and customer satisfaction
- D. All of the above

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ANSWER KEY

Question	Answer	Topic Area
1	C	7: Agile Service Management Events
2	B	1: Why Agile Service Management?
3	A	2: Agile Service Management
4	A	7: Agile Service Management Events
5	D	4: Agile Service Management Roles
6	C	5: Agile Process Engineering
7	B	4: Agile Service Management Roles
8	D	8: Agile Process Improvement
9	D	3: Leveraging Related Guidance
10	C	7: Agile Service Management Events
11	C	3: Leveraging Related Guidance
12	A	7: Agile Service Management Events
13	D	2: Agile Service Management
14	A	5: Agile Process Engineering
15	D	6: Agile Service Management Artifacts
16	D	6: Agile Service Management Artifacts
17	A	5: Agile Process Engineering
18	C	4: Agile Service Management Roles
19	B	5: Agile Process Engineering
20	D	1: Why Agile Service Management?

21	B	8: Agile Process Improvement
22	B	3: Leveraging Related Guidance
23	C	6: Agile Service Management Artifacts
24	D	8: Agile Process Improvement
25	D	3: Leveraging Related Guidance
26	A	2: Agile Service Management
27	C	7: Agile Service Management Events
28	C	8: Agile Process Improvement
29	B	1: Why Agile Service Management?
30	A	4: Agile Service Management Roles
31	D	6: Agile Service Management Artifacts
32	A	3: Leveraging Related Guidance
33	B	1: Why Agile Service Management?
34	C	2: Agile Service Management
35	C	3: Leveraging Related Guidance
36	A	4: Agile Service Management Roles
37	B	5: Agile Process Engineering
38	B	6: Agile Service Management Artifacts
39	B	7: Agile Service Management Events
40	D	8: Agile Process Improvement