

Scrum

PSM-AI-Essentials

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Latest Version: 6.0

Question: 1

A Scrum Master assumes anything typed into a public AI chat tool simply disappears after the conversation ends.

Why is this assumption risky?

- A. The tool always emails a transcript to the whole team.
- B. Conversations are guaranteed to be deleted, so nothing is at risk.
- C. Information entered may be stored, logged, or reused.
- D. The data becomes unreadable and useless to everyone including the user.

Answer: C

Question: 2

A Scrum Master must share Sprint metrics with an external AI tool but the dataset contains a column of individual employee identifiers.

What is the BEST action to protect privacy while still using the tool?

- A. Encrypt the file with a password and email it to the AI vendor.
- B. Strip or pseudonymize the identifiers before sending.
- C. Send the full dataset because metrics are meaningless without names.
- D. Assume the tool anonymizes personal fields on its own.

Answer: B

Question: 3

A Scrum Master types "give me some retrospective ideas" and is disappointed by the generic result. Which principle most directly explains how to get a more useful response?

- A. Generic prompts are best because they let the model surprise you with creative answers
- B. The tool simply lacks the knowledge to help, so no amount of rewording could improve the answer
- C. Repeating the same short prompt several times will eventually produce a better answer
- D. Specificity beats vagueness — stating the situation and goal yields more relevant output

Answer: D

Question: 4

After a Sprint Retrospective, a Scrum Master has pages of sticky-note text and chat comments to make sense of.

What is an appropriate way for the Scrum Master to use AI here?

- A. Replace the next Retrospective entirely with the AI theme list to save the meeting
- B. Accept the AI summary as the official record of exactly what the team decided
- C. Ask AI to cluster the raw inputs into themes the team then reviews
- D. Let AI decide which single improvement the team will commit to next Sprint

Answer: C

Question: 5

The Developers propose using AI to automatically generate the team's Definition of Done from industry templates.

How should the Scrum Master coach the team?

- A. AI can suggest draft criteria, but the Developers agree on and own the Definition of Done
- B. Adopt the AI-generated Definition of Done as-is because it reflects best practice
- C. Let AI update the Definition of Done automatically each Sprint without team input
- D. Have the Scrum Master impose the AI version of the Definition of Done to standardize the team

Answer: A

Question: 6

A Developer argues that an AI assistant should be trusted to enforce factual precision in compliance documentation because it is a computer.

Which limitation should the Scrum Master raise first?

- A. AI tools cannot process any text at all, so they are unusable for documentation.
- B. Generative models can produce plausible but incorrect output.
- C. Being a computer guarantees the AI is factually precise and correct by default.
- D. The main risk is simply that AI is too slow for compliance documentation work.

Answer: B

Question: 7

A Scrum Master discovers a new AI tool that would be convenient for handling team data, but is unsure whether the organization permits it.

What is the BEST next step before adopting it?

- A. Let each team member decide individually without any policy check.
- B. Start using it right away and inform the organization only if problems arise.
- C. Check the organization's acceptable-use and data policies first.
- D. Adopt it because free tools are always approved for work use.

Answer: C

Question: 8

A Scrum Master prompts: "Help with the team." The AI returns a broad, unfocused response. Which revision most improves the prompt by clarifying the task?

- A. "Help with the team using the newest and most capable AI model that is available."
- B. "Suggest three ways to help a team surface impediments in the Daily Scrum."
- C. "Tell me absolutely everything you know about software teams."
- D. "Help with the team, please, and try to make it really good."

Answer: B

Question: 9

Stakeholders ask a Scrum Master why an AI tool recommended a particular risk ranking for backlog items, but the tool offers no clear reasoning for its output.

Which responsible-AI concern does this highlight?

- A. Latency, since the tool was slow to respond.
- B. Non-determinism, since the output changes on every run.
- C. Transparency and explainability of the output.
- D. Token cost, since ranking used many tokens.

Answer: C

Question: 10

A Scrum Master wants an AI-drafted impediment summary returned as a short bulleted list rather than dense prose.

Which addition to the prompt best achieves this?

- A. Ask for the longest possible answer so bullets are more likely
- B. Specify the output format explicitly, such as "return five bullet points"
- C. Increase the amount of background text in the prompt without mentioning any format
- D. Ask the same question repeatedly until a bulleted version happens to appear

Answer: B

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