Devops Institute
CASM
Certified Agile Service Manager

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Question: 1

What is the primary benefit of evolving requirements iteratively in Agile service management?
Response:

A. Ensures continuous alignment with customer needs and feedback
B. Reduces collaboration between stakeholders to avoid delays
C. Extends the development cycle to maximize documentation
D. Prevents changes to the original project plan

Answer: A

Question: 2

Which Agile Service Manager responsibility contributes directly to improving customer satisfaction?
Response:

A. Ensuring that customer feedback is integrated into service improvement processes
B. Reducing stakeholder involvement to avoid delays
C. Increasing reliance on traditional service request workflows
D. Delaying service updates to minimize unexpected changes

Answer: A

Question: 3

The Agile practice of delivering small portions of functionality at frequent intervals is known as _____.
Response:

A. Incremental Delivery
B. Continuous Integration
C. Waterfall Development
D. Stage-Gate Process

Answer: A

Question: 4

Which of the following aligns with the Agile Manifesto's principle of 'Responding to change over following a plan'?
Response:

A. Embracing feedback loops to adapt the project direction
B. Finalizing requirements before development begins
C. Avoiding customer feedback to maintain original project goals
D. Delaying changes until post-release updates

Answer: A

Question: 5

What activities are essential for an Agile Service Manager to drive successful service management? (Select two)
Response:

A. Mapping service processes to Agile principles
B. Encouraging cross-functional collaboration across teams
C. Limiting team participation to improve focus
D. Relying solely on manual tracking of process changes

Answer: A,B

Question: 6

How does delivering solutions incrementally improve Agile service management outcomes?
Response:

A. By enabling frequent value delivery and early customer feedback
B. By reducing the involvement of stakeholders until final delivery
C. By requiring detailed technical designs before development starts
D. By minimizing communication with product owners during development

Answer: A

Question: 7

A large requirement that is too complex to complete in one sprint and must be broken down into smaller stories is known as a(n) _____.
Response:

A. Epic
B. Feature
C. Task
D. Milestone

Answer: A

Question: 8

The practice of enabling Agile teams to make decisions about task ownership and delivery methods is known as _____.
Response:

A. Self-Management
B. Hierarchical Control
C. Centralized Decision-Making
D. Process Enforcement

Answer: A

Question: 9

How does rapid delivery benefit Agile teams?
(Select two)
Response:

A. Allows teams to quickly gather feedback and adjust priorities
B. Encourages earlier identification of defects or issues
C. Reduces the need for collaboration across teams
D. Extends release cycles to ensure comprehensive testing

Answer: A,B

Question: 10

A _____ team includes members with a variety of skills needed to deliver a complete solution without external dependencies.
Response:

A. Cross-Functional
B. Centralized
C. Task-Specific
D. Hierarchical

Answer: A

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