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Certified Agile Service ManagerV2.1

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Topic Break Down

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Topic 1, Agile Service Management	7
Topic 2, Agile Service Management Practices	30
Topic 3, Agile Service Management Roles	10
Topic 4, Agile Service Management Technology	3
Topic 5, Getting Started	10
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QUESTION NO: 1

During a Process Startup, a Team member reports that a dependency on another practice is delaying several work items. What should the Agile Service Manager do?

A. Assign the delayed work to a different Team without further discussion

B. Help make the dependency visible and facilitate its resolution

C. Remove the affected items from the backlog permanently

D. Wait until the next retrospective before raising the dependency

ANSWER: B

Explanation:

Help make the dependency visible and facilitate its resolution is correct because the Agile Service Manager serves the Team by helping remove impediments and improving the flow of work. The dependency should be understood, made transparent, and addressed with the people able to resolve it.

The Agile Service Manager should not simply assign the work unilaterally or conceal the delay. Waiting until the next retrospective would delay action on an impediment that is currently affecting delivery.

QUESTION NO: 2

A Team has completed several improvements to a service request practice. Each improvement was valuable in isolation, but request lead time has not improved because work waits between the service desk, approval group, and fulfilment team. What should the Team do NEXT?

A. Increase the Team's velocity target for the next Sprint

B. Map and inspect the end-to-end value stream for the request

C. Create more detailed work instructions for each participating team

D. Automate the service desk activity before reviewing the handoffs

ANSWER: B

Explanation:

The Team should examine the end-to-end value stream to identify where waiting, handoffs, and constraints are affecting flow. A value-stream perspective follows the customer request through to the delivered service, making delays between practices visible rather than optimizing individual activities separately.

Increasing the Team's velocity may improve local output without removing the cause of the delay. Adding detailed documentation or automating one activity before understanding the constraint can reinforce a fragmented process instead of improving the overall flow of value.

QUESTION NO: 3

Intelligent automation requires which initial element?

A. Intelligent process

B. Intelligent tools

C. Resilient technology

D. Resilient process

ANSWER: A

Explanation:

Intelligent process is correct because intelligent automation starts by understanding, designing, and continually improving the process that is to be automated. The process establishes the intended outcomes, workflow, decision points, inputs, controls, and measures of success. It must be sufficiently clear, repeatable, and adaptable for automation to produce dependable service outcomes as conditions change. This process-first perspective is central to Agile Service Management: automation is not simply the deployment of a technical capability, but an enabler for an intelligently designed way of working. Once the process is understood, teams can select and configure suitable automation capabilities and integrate them into the service value stream while retaining feedback and improvement mechanisms. Beginning with the process also supports iterative improvement, because teams can use operational data and customer feedback to refine both the workflow and the automated implementation. PEOPLECERT's Certified Agile Service Manager certification focuses on applying Agile practices to service-management processes and improving their effectiveness. See the PEOPLECERT Certified Agile Service Manager overview and the Atlassian overview of Agile project management.

QUESTION NO: 4

At the end of a Sprint, stakeholders inspect a usable Increment of an improved knowledge-management practice. They report that a recent regulatory change makes one planned backlog item less valuable and identify a more urgent need. What should happen NEXT?

A. Continue with the existing order because the backlog was agreed before the Sprint

B. Adapt the Practice Backlog to reflect the changed priorities

C. Withdraw the completed Increment until every planned item is delivered

D. Move the discussion to the retrospective because stakeholder feedback is not relevant to planning

ANSWER: B

Explanation:

Adapt the Practice Backlog to reflect the changed priorities is correct. The Sprint Review provides an opportunity to inspect the outcome and changes in the environment, then adapt future work. The Practice Backlog should remain transparent and ordered according to current value and need.

The Team should not continue with a lower-value item solely because it was previously planned. The completed Increment does not need to be undone merely because future priorities have changed. A retrospective focuses on improving how the Team works, rather than ordering work in response to stakeholder and business feedback.

QUESTION NO: 5

Which BEST describes a Microprocess Architecture?

A. A set of interrelated microprocesses for an effective and efficient service management process

B. A collection of integrated microprocesses for a successful service management practice

C. An organized structure for developing microprocesses that provide value

D. An interrelated collection of microprocesses that support Scrum

ANSWER: A

Explanation:

A set of interrelated microprocesses for an effective and efficient service management process is the best description because a microprocess architecture organizes service-management work as a coherent set of small, connected process

elements. Each microprocess addresses a focused unit of work, while its relationships with the other microprocesses make the overall service-management process usable end to end. This architectural view supports Agile Service Management by making work easier to understand, evolve, automate, and improve without requiring wholesale redesign of an entire process.

The key idea is not merely that small processes exist, but that they are deliberately interrelated and contribute to service management's effectiveness and efficiency. Effectiveness concerns achieving the intended service-management outcomes, while efficiency concerns doing so with appropriate use of time, effort, and resources. A microprocess architecture therefore provides a practical structure for designing and improving service-management processes in an agile, incremental manner. This aligns with the Certified Agile Service Manager certification's focus on applying agile concepts and practices to service-management processes. See PEOPLECERT's Certified Agile Service Manager overview and the CASM course overview.

QUESTION NO: 6

During a Sprint Retrospective, the Team identifies that incomplete handover information has caused repeated delays in service restoration. Which outcome would BEST demonstrate that the Retrospective has been used effectively?

A. Add a practical handover improvement to the Team's plan and evaluate its effect

B. Reorder the entire Practice Backlog during the Retrospective

C. Document the delay for management without changing the way of working

D. Extend the next Sprint so that handovers have more time to complete

ANSWER: A

Explanation:

The best outcome is a specific, actionable improvement that the Team can take forward, such as agreeing and testing a lightweight handover checklist. The Sprint Retrospective is used to inspect how the Team worked and identify changes that increase quality and effectiveness.

Reprioritizing the Practice Backlog is primarily associated with value and future work decisions, not the direct purpose of the Retrospective. Reporting the problem without an improvement action does not create adaptation. Extending the Sprint avoids the learning opportunity rather than addressing the cause of the delay.