



Certified Agile Service Manager (CASM) SM

Sample Exam

1. What is contained in the Product Backlog?
 - a. The work that did not get completed during a Sprint
 - b. A prioritized list of functional and non-functional requirements for a system
 - c. The completed work that is the outcome of a Sprint
 - d. The requirements for a system that need more clarification

2. Which is NOT a benefit of using the Process Backlog to perform CSI?
 - a. To forecast timeboxes for Sprints to complete improvements
 - b. To map improvements to User Stories
 - c. To use as the basis for planning CSI Sprints
 - d. To prioritize improvements based on business requirements

3. Which of the following statements about the Sprint Backlog is TRUE?
 - a. The Sprint Backlog is defined during Process Planning
 - b. The Sprint Backlog has enough detail so that progress can be understood during the Daily Scrum
 - c. The Sprint Backlog is managed by the Product Owner
 - d. The Sprint Backlog carries over from one Sprint to the next

4. Which tool is the MOST useful in an Agile Service Management (Agile SM) environment?
 - a. One that manages the Product Backlog
 - b. One that burns down the Sprint Backlog
 - c. One that visualizes workflows
 - d. All of the above

5. Which is typically the first meeting that occurs when planning a new process?
 - a. Release Planning Meeting
 - b. Agile SM Sprint Planning Meeting
 - c. Process Planning Meeting
 - d. Process Backlog Meeting

6. Which statement about Agile is CORRECT?
 - a. Agile is the same as Scrum
 - b. Agile is more perspective than prescriptive
 - c. Agile is used only for software development projects
 - d. Agile is governed by one certification, qualification or institute

7. A product that demonstrates enough future benefit for early adopters is called...
 - a. A potentially shippable product
 - b. A beta version
 - c. A Minimal Viable Product
 - d. Done

8. A large team of developers work on individual tasks but commit their code to a central location at least daily. What practice are they following?
 - a. Continual integration
 - b. Agile
 - c. Scrum
 - d. DevOps

9. Who leads the Scrum Team?
 - a. The Product Owner
 - b. The Agile Service Manager
 - c. The Project Manager
 - d. None of the above

10. If an ITSM program is trying to become more Agile, what should they do first?
 - a. Identify gaps in automation that will improve process flow
 - b. Benchmark existing processes against Agile values and principles
 - c. Ensure that each Agile SM Team has clear leadership and structure
 - d. Design and implement “just enough” process control to consistently meet business requirements

11. What does the Process Owner do during the Agile SM Sprint Review?
 - a. Explain the state of the Process Backlog
 - b. Identify and prioritizes improvements
 - c. Complete the work begun in the Process Planning Meeting
 - d. Facilitates the meeting

12. What are the two aspects of Agile SM?
 - a. Agile Service Development and Agile Service Delivery
 - b. Agile Process Design and Agile Process Improvement
 - c. Agile Process Design and Agile Service Design
 - d. Agile Service Delivery and Agile Process Improvement
 - a. The Team’s transparency
 - b. The Team’s velocity
 - c. The Sprint’s timebox
 - d. The Agile Service Manager’s competency

13. What is the relationship between Agile Process Design and Agile Software Development?
 - a. They take a similar approach to design and deployment
 - b. They share a common vocabulary
 - c. They can use the same tools
 - d. All of the above

14. What must be completed prior to releasing a Process Increment?
 - a. Ensuring that the organization is ready for the increment

- b. Ensuring that the increment's dependencies are “done”
 - c. Updating or implementing tools
 - d. All of the above
15. Which statement about DevOps is INCORRECT?
- a. DevOps is an Agile software engineering framework
 - b. DevOps encourages the use of automation
 - c. DevOps acknowledges the interdependence of software development and operational teams
 - d. DevOps recognizes the need for cultural improvements
16. What event helps the Team to continually improve?
- a. A CSI Sprint
 - b. A Sprint Retrospective
 - c. A Sprint Review
 - d. Product Backlog Refinement
17. According to the Agile Manifesto, which of the following items should be valued most when developing software?
- a. The Product Backlog
 - b. Comprehensive documentation
 - c. Individuals and interactions
 - d. Self-organizing teams
18. When is the Process Backlog completed?
- a. After all artifacts and activities of the process are “done”
 - b. After everyone has been trained on the process
 - c. When the Process Manager is satisfied with the implemented process and results
 - d. Never
19. Which statement about Agile Process Design is CORRECT?
- a. It takes a sequential approach to designing ITSM processes
 - b. It takes a holistic approach to building, maturing and integrating process activities
 - c. It is based on frameworks and standards such as ITIL and ISO/IEC 20000
 - d. It builds an integrated process roadmap for implementing ITSM
20. Which of the following statements about a process is INCORRECT?
- a. A process is measurable
 - b. A process responds to a specific trigger
 - c. A process specifies how to achieve outcomes
 - d. A process delivers a specific result
21. The team holds a Daily Scrum. Which of the follow questions is NOT part of the standup?
- a. What will I do today?

- b. What are my impediments?
 - c. How do I overcome those impediments
 - d. What will I do tomorrow?
22. Which BEST describes the goal of lean thinking?
- a. To remove waste and have fewer defects
 - b. To improve the flow of processes while reducing cost
 - c. To create more value for customers with fewer resources and less waste
 - d. To eliminate unnecessary code or functionality
23. Which statement about a User Story is correct?
- a. It is a story that converts features into technical terms
 - b. It captures all relevant details about the desired feature
 - c. It serves as a placeholder for a dynamic conversation between the Product Owner and Agile team
 - d. It is usually captured in the CSI Register
24. Which is most similar to a post implementation review?
- a. Agile SM Sprint Review
 - b. Agile SM Sprint Retrospective
 - c. Agile SM Change Management Review
 - d. Daily Scrum
25. What is one of the primary objectives of Agile SM?
- a. To ensure that ITSM processes reflect Agile values from initial design through CSI
 - b. To ensure that ITSM processes integrate with Agile software development practices
 - c. To ensure that Agile Change Management enables faster changes and releases
 - d. To ensure that ITSM processes are designed for better integration
26. The Agile Service Manager serves the Team by...
- a. Helping complete the work within the Sprint
 - b. Managing the project
 - c. Coaching them to be cross-functional and self-organizing
 - d. Leading the team and interacting with non-Team stakeholders
27. An organization wants to “be Agile.” Which of the following characteristics would NOT be part of that description?
- a. Reflective
 - b. Adaptive
 - c. Cost-effective
 - d. Consistent
28. What is the time-box for a Sprint Retrospective for a one month Sprint?
- a. 1 hour

- b. 3 hours
 - c. 8 hours
 - d. It is not timeboxed
29. Which approach is the basis for CSI Sprints?
- a. Deming Cycle
 - b. ITIL
 - c. Lean
 - d. All of the above
30. The Team has planned and is about to commence a Strategic Sprint for the Change Management process. What is the goal of the Change Management Strategic Sprint?
- a. To complete the work begun in the Process Planning Meeting
 - b. To plan how Change Management activities will be built and implemented
 - c. To define any dependencies or integrations with other processes
 - d. To make a decision about tool purchases
31. Which statement about Agile SM tools is CORRECT?
- a. ITSM suites typically don't have Agile modules
 - b. Agile tools will likely require extensive training
 - c. Agile software development tools cannot be readily adapted to Agile SM
 - d. An organization may already possess many of the tools needed for Agile SM
32. What artifact would the Agile SM Team use to map the amount of work remaining in the Sprint against the time remaining?
- a. The Sprint Backlog
 - b. The Product Backlog
 - c. The Sprint Burndown
 - d. The Release Burndown
33. Which of the following enables continuous delivery?
- a. Automated testing
 - b. Daily deployments
 - c. Organizing developers into smaller teams
 - d. Kanban boards
34. What is the BEST example of a Process Activity Increment?
- a. Procedures for investigating and diagnosing a problem
 - b. Updated monitoring tools
 - c. Training
 - d. Process documentation
35. Which of the following will influence how much of the Configuration Management process is “just enough”?
- a. Value of information in the configuration database

- b. Accuracy of configuration records
 - c. Customer requirements
 - d. All of the above
36. The Team is about to commence work on a new product. Which event is optional?
- a. Sprint Planning Meeting
 - b. Product Planning Meeting
 - c. Release Planning Meeting
 - d. Sprint Retrospective
37. An Agile SM Process Design Team is being assembled. Which role is critical to the Team's success?
- a. Tool administrator
 - b. Customer or user representative
 - c. Agile Service Manager
 - d. All of the above
38. Which is NOT one of the Agile principles?
- a. Deliver working software frequently
 - b. Continuous attention to technical excellence and good design enhances agility
 - c. Build projects around motivated people
 - d. Build products sequentially until the product is ready to deploy
39. Which is NOT a pillar of Scrum?
- a. Transparency
 - b. Collaboration
 - c. Inspection
 - d. Adaptation

Certified Agile Service Manager

Sample Exam v 1.3 031415 Answer Key

Qno.	Answer
1	B
2	A
3	B
4	D
5	C
6	B
7	C
8	A
9	D
10	B
11	A
12	B
13	B
14	D
15	D
16	A
17	B
18	C
19	D
20	B
21	C
22	C
23	C
24	C
25	B
26	A
27	C
28	C
29	B
30	A
31	A
32	D
33	C
34	A
35	A
36	D
37	C
38	D
39	D
40	B