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Scrum PSPO-AI-Essentials

**Scrum.org Professional Scrum Product Owner - AI
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Question: 1

A Product Owner asks an AI assistant to help articulate a clear Product Goal so the team and stakeholders understand the direction.

Which use of AI is appropriate here?

- A. The Scrum Master defines the Product Goal from the AI's output.
- B. AI selects the Product Goal because it can analyze more data than a person.
- C. Once AI drafts the goal, it becomes fixed and cannot be refined.
- D. AI helps phrase the Product Goal, but the PO decides what it is.

Answer: D

Question: 2

A Product Owner has fifteen long customer-interview transcripts and limited time before refinement. For which use is a generative AI assistant generally well suited?

- A. Serving as the final, unchecked verdict on which recurring themes truly matter to customers.
- B. Guaranteeing that every quoted number across all fifteen transcripts is factually exact.
- C. Producing a first-draft synthesis of recurring themes for the Product Owner to review.
- D. Deciding, entirely on its own, which feature the team should build next this Sprint.

Answer: C

Question: 3

A Product Owner is told that a large language model (LLM) "looks up facts from a stored database" whenever it answers a question.

Which description of how an LLM actually works is most accurate?

- A. It connects to the live internet and copies the current answer for every query.
- B. It predicts likely word sequences from patterns it learned during training.
- C. It applies fixed if-then rules an engineer wrote for each possible question.
- D. It stores every document it read and returns the exact matching entry for each request.

Answer: B

Question: 4

A Product Owner wants a model to estimate the probability that each new user will still be active after their first month, to help inform backlog ordering.

This task is an example of which kind of AI?

- A. Neither, because estimating future probabilities is not something any AI can do.
- B. Generative AI, because any numeric output it returns counts as generated text.
- C. Generative AI, because it produces a numeric probability as brand-new content.
- D. Predictive AI, because it forecasts an outcome from historical data patterns.

Answer: D

Question: 5

Two stakeholder groups have voiced conflicting demands. A Product Owner asks an AI tool to draft a message, and it produces a smooth note claiming a consensus that neither group actually expressed. What should the Product Owner do?

- A. Forward the note to the Scrum Master to decide between the stakeholders
- B. Rework the message to reflect the real, unresolved trade-off with stakeholders
- C. Send the AI's consensus note as-is, since it avoids conflict and reads well
- D. Let the AI's synthesized consensus stand in for actually resolving the priorities

Answer: B

Question: 6

A Product Owner asks an AI assistant about a policy change announced very recently and gets an answer that reflects the older rules.

Which concept best explains this?

- A. The model is broken and must be reinstalled before it will answer correctly.
- B. The model always refuses to give any answer about policy topics.
- C. A model reflects the data it was trained on and may not know later changes.
- D. The model is deliberately withholding the newer information from the Product Owner.

Answer: C

Question: 7

A Product Owner hears that the assistant their team uses is built on a "foundation model."
Which description of a foundation model is most accurate?

- A. A large, broadly pretrained model that can be adapted to many downstream tasks.
- B. A finished, fixed product that never changes and needs no adaptation for new uses.
- C. A small model trained for a single narrow task and unable to handle anything else.
- D. A rulebook of company policies that the AI must strictly follow for every answer.

Answer: A

Question: 8

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- D. Predictive AI, because it forecasts an outcome from historical data patterns.

Answer: D

Question: 9

A Product Owner notices that an AI summary of customer interviews emphasizes complaints from one demographic far more than they appeared in the raw notes.
What concept does this most likely illustrate?

- A. Bias in AI output, which can reproduce or amplify skew
- B. Proof that the demographic is objectively the most important segment
- C. Evidence that the raw interview notes themselves must have been wrong
- D. A sign the AI is deterministic and therefore consistently reliable

Answer: A

Question: 10

Facing uncertainty about how to improve onboarding, a Product Owner asks an AI assistant to propose several experiments the team could run.
What is the most appropriate use of the AI's proposals?

- A. Skip running experiments entirely because the AI can predict the outcomes
- B. Run all of the proposals at once without deciding what each would prove
- C. Let the AI pick which experiment is best and immediately start that one
- D. Treat them as candidate options to select among and validate

Answer: D

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