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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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