# EXAM DETAILS

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QUESTION SET

QUESTION 1
In a traditional setup, what should an organization do to avoid problems that occur in production?

A. Encourage group discussions between Development and QA teams in the earlier phases of product development.
B. Encourage sharing the required information between the Development and Operations teams.
C. Automate feedback from customers on usability issues.
D. Develop knowledge articles for unknown issues.

QUESTION 2
Which way can help you dissolve the Wall of Confusion?

A. Advocating people to be end-to-end responsible for delayed delivery or errors
B. Avoiding feedback loops to prevent delays
C. Implementing different ways to perform a given work to ensure compatibility
D. Executing build rollbacks to maintain data accuracy
QUESTION 3

How does DevOps help in reducing risk associated with digital transformation?

1. Deploying often and in smaller, indivisible groups allow engineers to troubleshoot and resolve issues faster.
2. Scalability could be quickly achieved, helping the business stay ahead of the competition.
3. Security could be easily introduced to the software delivery life cycle and helps save both time and effort.
4. Systems not only entertain the functional requirements but also meets the nonfunctional requirements

A. 1, 2, and 3
B. 1, 2, and 4
C. 1, 3, and 4
D. 2, 3, and 4
QUESTION 4
Which DevOps principle focuses on increasing efficiency and consistency in the product deployment process?
A. Customer-Centric Action
B. Create with the End in Mind
C. Cross Functional Autonomous Teams
D. Automate Everything You Can

QUESTION 5
Which DevOps principle best supports the vertical organization of teams?
A. Cross Functional Autonomous Teams
B. Continuous Improvement
C. Create with the End in Mind
D. End-to-End Responsibility

QUESTION 6
Which characteristic supports an open DevOps culture?
A. Removal of unnecessary bureaucracy
B. Individual technical specialists
C. Not taking risks during development
D. Stable systems that seldom change
QUESTION 7
Which DevOps principle has a high trust culture and the avoidance of blame as key elements?

A. Automate everything you can
B. Cross-functional autonomous teams
C. Continuous improvement
D. Create with the end in mind

QUESTION 8
Which of the following ways to measure success is input-oriented?

A. Continuous Improvement
B. Leading Indicators
C. Performance Metrics
D. Survivorship Bias
QUESTION 9
When an organization decides to work the DevOps way, what should be the logical next move?

A. Define measures that the organization wants to use to track the progress.
B. Formulate the reasons why the organization wants to apply DevOps principles.
C. Identify short-, medium-, and long-term goals that the organization wants to achieve.
D. Implement built-in controls, audit trails, and risk-aware and autonomous teams.

QUESTION 10
Which descriptions best differentiate the I-shaped profiles from the T-shaped ones?

A. I-shaped profiles are focused on functional disciplinary skills, whereas T-shaped ones can apply knowledge across situations.
B. I-shaped profiles are masters of a specific area with knowledge across different domains, whereas T-shaped ones are masters of multiple areas having the capability to provide the overall holistic view of a given situation.
C. I-shaped profiles are vertical lines (only specialism), whereas T-shaped ones are horizontal (only generalism).
D. The only point of difference between the two is the capability to have effective collaboration across teams.
QUESTION 11
Which practice will you follow to facilitate a culture of product thinking within the teams?

A. Allow people to fail safely.
B. Encourage customers to attend demos.
C. Let people figure out how to do things.
D. Use instant sandbox environment.

QUESTION 12
What is the role of Day Board in Visual Management?

A. Ensures the work is planned and agreed, and Key Performance Indicators are defined.
B. Manages the progress of work using a simple setup or a complicated approach.
C. Pushes team members to share solutions and learning.
D. Serves as a repository for comments from customers and employees.

QUESTION 13
Which step of the DMAIC method defines and tests hypotheses regarding the problem?

A. Analyze
B. Control
C. Define
D. Measure
QUESTION 14
What are the behavioral trends of leading a team through Central Command?

1. Decentralization
2. Informality
3. Obedience
4. Tight Rein (Imposed Discipline)

A. 1 and 3
B. 2 and 3
C. 2 and 4
D. 3 and 4

QUESTION 15
Which is the best way to grow a culture in which people pay attention to the level of quality?

A. Create an environment in which it is safe to fail.
B. Eliminate handover moments.
C. Strive towards complete autonomy of the teams.
D. Test and deliver often to correlate test results to recently performed tasks.
QUESTION 16
Which dysfunction relates to a team of individuals who do not support each other?

A. Fear of conflict
B. Avoidance of accountability
C. Lack of commitment
D. Lack of trust

QUESTION 17
What is the “speciality oriented” characteristic of an activity-focused organization?

A. Resources are added to specific resource pools reflecting specialisms.
B. Resources perform one specific task in a chain of events at a time.
C. Resources work on multiple projects at the same time.
D. The organization is structured for resource optimization.
QUESTION 18
Which are the process-throughput related issues in a siloed organizations?

1. Buildup of Work in Progress (WIP)
2. Difficult for resources to improve
3. Low responsibility for end-result
4. Too much product-focus

A. 1 and 2
B. 1 and 3
C. 1 and 4
D. 1, 2, and 3

QUESTION 19
What is the focus of the Technology Stack design criteria for autonomous teams?

A. People who use the service
B. Responsibility of the business process
C. The knowledge and skills the team require
D. The team’s area of responsibility
QUESTION 20
What is the characteristic of autonomous teams?

A. Communication between teams is unimportant as the focus is on working independently from each other.
B. The teams are responsible for the qualities of their products, such as availability and performance.
C. The teams operate collaboratively to deliver individual packages of software changes.
D. There is proper methodical handover or transfer of responsibility and accountability.

QUESTION 21
What are the complex dynamics that enterprises usually deal with during the scaling process?

1. Complex Products and Dependencies
2. Emergent Practices
3. Experimentation
4. Turbulent Markets

A. 1 and 4
B. 2 and 3
C. 2 and 4
D. 3 and 4
QUESTION 22
Which is the possible focus area of DevOps Business Service teams?

A. Common strategy and governance
B. Close integration with the customers
C. Formal processes to manage services
D. Process Manager for ITIL processes

QUESTION 23
Which component of ITIL 4 Service Value System refers to a set of organizational resources designed to perform work or accomplish an objective?

A. Continual Improvement
B. Governance
C. Value Streams
D. Service Value Chain
QUESTION 24
Which ITIL 4 practices are used by Business System teams in their day-to-day activities?

1. Portfolio Management
2. Continual Improvement
3. Incident Management
4. Release Management

A. 1 and 2
B. 1, 2, and 3
C. 2, 3, and 4
D. 3 and 4

QUESTION 25
Which possible improvement can help organizations improve the flow of work?

A. Creating flow through push
B. Determining work in progress
C. Making process policies explicit
D. Visualizing the MVP
QUESTION 26
Which Lean principle focuses on evaluating all the activities of the business process from the customer’s perspective?

A. Flow
B. Perfection
C. Pull
D. Value Stream

QUESTION 27
Which type of waste relates to a user story that is not yet finished (as per the Definition of Done)?

A. Inventory
B. Overprocessing
C. Transportation
D. Waiting

QUESTION 28
Which product development approach is plan-driven and starts with a complete design?

A. Agile
B. DevOps
C. Lean
D. Traditional
QUESTION 29
What does the Agile Manifesto say about Customer Collaboration?

A. Customer Collaboration over Comprehensive Documentation
B. Customer Collaboration over Contract Negotiation
C. Customer Collaboration over Following a Plan
D. Customer Collaboration over Processes and Tools

QUESTION 30
How does the Agile way of working help organizations in lowering risk?

1. Ensuring the team is moving in the right direction
2. Generating more business value on the longer term
3. Conducting feedback sessions in a continuous manner
4. Implementing powerful methods for IT delivery and support

A. 1 and 3
B. 3 and 4
C. 1, 3, and 4
D. 2, 3, and 4
QUESTION 31
What is the impact of decreasing the number of services on complexity and quality of the service?
A. Complexity and quality will go up
B. Complexity and quality will go down
C. Complexity will go up, and quality will go down
D. Complexity will go down, and quality will go up

QUESTION 32
Which is a characteristic of Microservices Architecture (MSA) that help support the goal of creating better software, faster and cheaper?
A. Autonomous Teams
B. Continuous Deployment
C. Lean Organizations
D. Software as a Service

QUESTION 33
Which characteristic of Microservices Architecture (MSA) focuses on simple interfaces having no logic in between?
A. Componentization via Services
B. Evolutionary Design
C. Organized Around Business Capabilities
D. Smart Endpoints and Dumb Pipes
QUESTION 34
Which characteristic of automating continuous delivery results in cheaper services?

A. Automation enables measurement driven evaluation of the delivered software features.

B. Automation (with test automation) results in faster feedback loops.

C. Automated task execution is focused on standardization, based on minimal required variations.

D. Automated task execution does not depend on the availability of humans.

QUESTION 35
Which characteristic would you expect in a non-optimized software delivery process?

A. The flow of work through the teams has been maximized.

B. The process is based on an organization with siloed teams.

C. There is automated provisioning of runtime environments.

D. Pushed software changes can be released in minutes.
QUESTION 36

What do you call the creation of components of environments by using pre-defined procedures that are carried out electronically without requiring human intervention?

A. Automated Build
B. Automated Deployment
C. Automated Provisioning
D. Automated Test

QUESTION 37

Which type of cloud service will you choose when you have teams with diverse workloads?

A. Infrastructure as a Service
B. On-premise
C. Platform as a Service
D. Software as a Service
**QUESTION 38**
What is the characteristic of automated provisioning of mutable components?

A. Components can be changed once these are created.
B. Provisioned components are destroyed when new changes are applied.
C. Delta upgrades of components are not considered.
D. Components are replaced instead of applying changes.

**QUESTION 39**
Which monitoring strategy will you use to have insight into the behavior of your users/customers?

A. Monitor tool agents baked into deployments.
B. Implement standardization when possible and niche tools when required.
C. Incorporate the Service Management System (SMS) or data, historical knowledge, and workflows in case of alerts.
D. Implement a single platform (‘single point of truth’) to know how an application is performing.
QUESTION 40
What should organizations undergoing DevOps transformation do when mapping the context during situation analysis?

A. Assemble the teams to ensure team members understand the expectations of the new DevOps teams.

B. Conduct trainings to train the new teams for the required knowledge and skills.

C. Define the customer and the product, map the technology stack, and identify the knowledge required.

D. Improve the flow of work by shortening processes through automation and removing waste.
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