PY Questions

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1. Which of the following is not true with regard to the change management Process?

A. An Emergency change cannot be executed without evaluations for depedency and consequences for other services and customers

B. Change coming from Priority 1 incident will be always of emergency category

C. In Every Case , Emergency Change should be Tested before Implemnetation

D. Emergency Changes Can be implemented even before they are administratively the service manangement tool

Explanation
In the change management process, it is important to have proper documentation and record-keeping of all changes, including emergency changes. Emergency changes should follow an expedited process to address critical issues promptly. However, it is still necessary to document and track emergency changes in the service management tool to ensure proper visibility, communication, and accountability. Implementing changes before they are administratively recorded in the service management tool can lead to confusion, lack of traceability, and difficulties in managing and tracking the change process effectively.

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2. Based on learnings from previous sprint , the scrum lead decides to revisit the length of the sprint. what is the appropriate scrum event to discuss and agree on the change?

A. Daily Scrum

B. Sprint Planning

C. Restrospective

D. Product Backlog Gromming

Explanation
The Retrospective is a Scrum event that occurs at the end of each sprint. Its purpose is to inspect the previous sprint and identify areas for improvement. During the Retrospective, the Scrum team reflects on what went well, what could have been done better, and what changes can be made to enhance their processes and practices.

If the Scrum lead determines that the length of the sprint needs to be revisited based on the learnings from the previous sprint, the Retrospective is the ideal event to bring up this topic. The team can discuss their observations and concerns regarding the sprint length, explore the impact it had on their productivity, and collectively decide whether an adjustment is needed. This discussion and agreement can then inform future sprints and potential changes to the sprint duration.

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3.Which tool of TCS can be leveraged to ease access reconciliation?

A. Mastercraft

B. RightAcess

C. TCS JILE

D. There is no TCS tool to resolve customer access reconcialtion risk

Explanation
RightAcess is a tool developed by TCS (Tata Consultancy Services) that is specifically designed to address access management and access reconciliation challenges. It helps organizations manage user access rights and permissions effectively, ensuring that users have appropriate access to the resources they need while mitigating the risk of unauthorized access.

By leveraging RightAcess, organizations can streamline access reconciliation processes, simplify user provisioning and deprovisioning, monitor access permissions, and enforce access control policies. The tool provides features such as access request workflows, access certification, role-based access control, and audit logs to facilitate access management and reconciliation.

Therefore, if there is a need to ease access reconciliation, organizations can utilize the capabilities of TCS's RightAcess tool.

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4. Development team often gets some production support requitrements in addition to work in the sprint backlog. The team adapt their team composistion and created a sub team to support these ad-hoc requirements. Which of the following Statement is true?

A. It is Okay to create sub teams within a development team

B. It is not okay since there cannot be a sub team within a development team

C. The team can complete the production support as one team since it is high priority and then come back to the original sprint work

Explanation
If the production support requirements are of high priority and require immediate attention, the development team can collectively decide to temporarily pause or adjust their sprint work to address the production support needs. Once the urgent support tasks are completed, they can then return to their original sprint work.

This approach allows the team to prioritize the most critical needs and ensure that customer support and production stability are maintained. However, it is crucial to assess the impact of pausing the sprint work and communicate any changes to stakeholders to manage expectations.

In summary, both options A and C can be valid depending on the specific circumstances, priorities, and agreements within the development team. The appropriate approach will vary based on the urgency and criticality of the production support requirements and the team's capacity to handle them while still progressing on the original sprint work.

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5. Which of the Following outcomes can be achieved by embracing RIO?

A. Higher time to resolution

B. High number of incidents with shorter resolution time.

C. Reduced number of incidnets caused due to human errors

D. Reduction in planned outages of changes

Explanation
RIO aims to enhance the resilience, intelligence, and orchestration capabilities of an organization's IT systems and processes. By implementing RIO principles and practices, organizations can improve their overall operational efficiency, reduce the occurrence of incidents caused by human errors, and minimize the impact of planned changes on system availability

While option A, "Higher time to resolution," suggests a longer time to resolve incidents, it is not a desired outcome. Organizations strive to minimize the time taken to resolve incidents, so a higher time to resolution would not be an expected outcome of embracing RIO.

Option B, "High number of incidents with shorter resolution time," also contradicts the desired outcome. Although organizations aim for shorter resolution times, having a high number of incidents is not ideal. Embracing RIO principles and practices typically focuses on reducing the number of incidents and improving overall system reliability

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6. Who are responsible to maintain and protect known error database and initates the formal closure of all problems?

A. Service Delivery Manager

B. Every Individual

C. Project Leader

D. Tower Lead

Explanation
The Service Delivery Manager is typically responsible for overseeing the delivery of IT services to customers or stakeholders. As part of their responsibilities, they often manage and maintain the known error database, which contains information about known issues and workarounds.

The Service Delivery Manager ensures that known errors are properly recorded, documented, and tracked. They collaborate with other teams, such as incident management and problem management, to ensure that known errors are resolved and closed. They may also be responsible for initiating the formal closure of all problems, following the proper processes and documentation.

While individuals within the organization may contribute to maintaining and updating the known error database, the overall responsibility and coordination typically lie with the Service Delivery Manager or a related role within the IT service management structure.

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7. The Estimation method recomended by scrum is

A. Palnning Poker

B. T-Shirt Sizing

C. Yesterday's Weather

D. None of the Above

Explanation
Scrum recommends using the Planning Poker technique for estimating the effort or complexity of user stories or backlog items during the Sprint Planning or Backlog Refinement sessions. Planning Poker involves the entire Scrum team, including the Product Owner, Scrum Master, and Development Team members.

In Planning Poker, each team member independently assigns a relative size or story point value to a user story or backlog item based on their understanding of the work involved. These size estimates are then shared simultaneously, and any significant differences in estimations are discussed. The team repeats this process until a consensus or agreement is reached on the estimated size or effort.

The Planning Poker technique encourages collaboration and engagement from all team members and helps to promote a shared understanding of the work involved in delivering a user story. It allows for different perspectives to be considered, leading to more accurate and reliable estimates for planning the Sprint
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8. What happens if the offshore team members are not able to participate in the iteration demo due to timezone/infrastructure issues?

A. No Issues. Onsite Members can have iteration demo with product owner/stakeholders . It is a Single team anyway

B. Offshore members will miss the oppurtunity to interact with the Product owner / Stakeholders and get the direct feedback about the increment they created.

C. No major issue. Since offshore lead and onsite memebers participate in the demo with Product Owner/

Stakeholders , they can cascade the feedback back to offshore members.

D. It is loss as the offshore members will not able to contribute the ideas related to the way of working

Explanation
Because if offshore team members are unable to participate in the iteration demo due to timezone or infrastructure issues, they will miss the opportunity to interact directly with the Product Owner and stakeholders and receive direct feedback about the increment they created. Here's why this is the case:

A. Missed opportunity for interaction: The iteration demo is a crucial event where the development team showcases the increment they have created during the sprint. It provides an opportunity for the Product Owner and stakeholders to see the progress made and provide immediate feedback. If offshore team members cannot participate, they will miss the chance to engage directly in discussions, ask questions, and gather valuable feedback.

B. Lack of direct feedback: By not being present during the demo, offshore team members won't have direct access to the Product Owner and stakeholders' feedback on their work. This can result in a delayed or indirect feedback loop, impacting the offshore team's ability to understand requirements, make necessary adjustments, and improve the quality of their work.

C. Communication and collaboration challenges: Offshore team members not participating in the demo may lead to a communication gap between the onsite and offshore teams. The demo serves as a platform for cross-team collaboration and knowledge sharing. When offshore team members are unable to participate, it becomes more challenging to align their work with the rest of the team and maintain effective collaboration.

While options **A and C** suggest that the **demo can proceed without offshore team members**, it's important to recognize the value of direct interaction and feedback. Missing out on this direct engagement can hinder the offshore team's ability to receive timely input and may result in misalignment, reduced collaboration, and potentially lower overall product quality.

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9. TCS is awarded an engagement which involves managimg the end to end IT Services (Application Development, Application Support, Infrastructure Engineering and Infrastructure Operations). There are no other vendors delivering to the customer. The customer is facing an ISO audit for operation process. Who needs to ensure that relavant artifacts are available for audit?

A. As Customer is getting audited, it needs to be the customer who has to face the audit

B. As TCS is the only service provider, TCS needs to face the audit

C. TCS should not be facing audit as this is not exclusively started activity in the contract.

D. Customer should face the audit and TCS teams will be augmenting customer with relevant artifacts and procedure documents.

Explanation
In the given scenario where TCS is the sole service provider managing end-to-end IT services for the customer, it is typically the responsibility of TCS to ensure that relevant artifacts are available for the ISO audit. As the service provider, TCS is accountable for delivering the services and meeting the required operational processes and standards.

TCS should have processes and procedures in place to support the customer's ISO audit requirements. This includes providing the necessary artifacts, documentation, and evidence of compliance with the ISO standards relevant to the services being delivered. TCS would need to cooperate with the customer during the audit process, providing the requested information and supporting the customer in demonstrating compliance with the necessary operational processes.

While the customer may still be involved in the audit process and provide input or insights, the primary responsibility for providing the relevant artifacts and ensuring compliance typically lies with the service provider, in this case, TCS.

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10. An incident is further passed on to next higher level of technical support team. This is known as?

A. Categorization

B. Escalation

C. Improvsiation

D. Authorization

Explanation
When an incident is passed on to the next higher level of technical support team, it is referred to as escalation. Escalation typically occurs when the initial level of support is unable to resolve the incident within the agreed-upon timeframe or lacks the necessary expertise to address the issue. The purpose of escalation is to involve higher-level support resources or management to ensure timely and effective resolution of the incident.

Escalation involves transferring the incident to a more specialized or senior team that has the knowledge, skills, and authority to handle the issue. This escalation process may include notifying supervisors, managers, or higher-level support personnel who can take ownership of the incident and provide the necessary resources and expertise to resolve it.

Escalation is a common practice in incident management to ensure that incidents are addressed promptly and efficiently, leveraging the appropriate level of support and expertise to meet the required service levels and customer expectations.

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11. A scrum team often runs into following issues
-->Conflicting requirements from different departments
-->ad-hoc work request from different business managers
-->no feedbacks on incremebts

What Could be the Most likely Cause?

A. Issues with how scrum master guides the team.

B. Issues with Product owner responsibilities.

C. Issues with planning abilities of Development team.

Explanation
Conflicting requirements from different departments, ad-hoc work requests from different business managers, and a lack of feedback on increments are all responsibilities that primarily fall under the domain of the Product Owner in the Scrum framework.

The Product Owner is responsible for managing the product backlog, prioritizing user stories, and ensuring alignment with stakeholders. They play a crucial role in gathering requirements, managing expectations, and providing clear guidance to the development team.

If the Product Owner is not effectively fulfilling their responsibilities, it can lead to conflicting requirements not being properly addressed, ad-hoc work requests disrupting planned sprints, and a lack of feedback on increments.

On the other hand, the Scrum Master is responsible for guiding the team in understanding and following the Scrum framework, facilitating effective communication and collaboration, and removing any obstacles that may hinder the team's progress. While the Scrum Master may play a role in addressing these issues, they are not directly responsible for managing conflicting requirements, ad-hoc work requests, or feedback on increments.

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12. An organization is on its path to adapt scrum approach as its approach to sodtware development. It decides to convert all project managers into scrum masters. Select the Statement thats holds good

A. It is a good Strategy. The project manager's already know how to run projects. They need training on scrum.

B. It will create resentment to project managers, because they will have a small team to manage.

C. The Organization needs to rethink on his strategy. Identifying persons who are inclined or experienced in coaching and facilitation as their leadership style is a better strategy.

Explanation
When adopting Scrum, it is important for the organization to rethink its strategy and identify individuals who are inclined or experienced in coaching and facilitation. Scrum Masters need to have a deep understanding of the Scrum framework, servant leadership qualities, and the ability to facilitate collaboration and communication within the team. They play a crucial role in guiding the team through the Scrum process and enabling their self-organization and continuous improvement

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13. A few days after the sprint planning , the product owner finds that it makes sense to develop another new functionality. Which two of the followings statements are correct?

A. The Developers will add the new items to the Sprint Backlog.

B. The Prodcut Owner can add the new item in the product backlog. In the next sprint planning, the product owner can bring it up for developers selection.

C. If the Developer's agree, the product owner can swap an existing funcxtionality in the current sprint, for the new functionality.

D. The Developer's should obtain the scrum master's approval to add this to the Sprint backlog.

Explanation
In Scrum, the sprint backlog is intended to be a reflection of the selected items from the product backlog for a specific sprint. If a new functionality arises after the sprint planning, the correct approach would be for the Product Owner to add it to the product backlog (Statement B). During the next sprint planning, the Product Owner can bring up the new item for discussion and consideration by the development team. The team, in collaboration with the Product Owner, can then decide whether to include it in the current sprint or a future one.

If the development team agrees to include the new functionality in the current sprint, they can swap it with an existing functionality that was already planned (Statement C). This should be a collaborative decision made by the development team, in consultation with the Product Owner, to ensure the best use of available resources and prioritize the most valuable work.

Statement A is incorrect because the developers should not unilaterally add new items to the sprint backlog without discussion and agreement with the Product Owner. The backlog is a collaborative effort between the Product Owner and the development team.

Statement D is also incorrect because the approval for adding items to the sprint backlog is not solely the responsibility of the Scrum Master. The decision should involve the Product Owner and the development team, who collectively decide on the content of the sprint backlog during the sprint planning.

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14. To track the sprint progress, scrum mandates

A. Preparing sprint burn down charts

B. Increasing the transparency by frequently updating the remianing work

C. Earned value approach

Explanation
A. Preparing sprint burn down charts: A sprint burn down chart is a graphical representation that tracks the progress of work remaining in a sprint over time. It shows the amount of work remaining on the vertical axis and the time on the horizontal axis. The burn down chart helps the team visualize the progress and identify if they are on track to complete the planned work within the sprint duration.

B. Increasing the transparency by frequently updating the remaining work: Scrum emphasizes transparency, and one way to achieve this is by frequently updating the remaining work. The development team should regularly communicate the progress of their work and update the remaining effort or backlog items as they gain more clarity throughout the sprint. This helps everyone involved to have a clear understanding of the current status and any adjustments that might be needed.

Option C, "Earned value approach," is not mandated in Scrum. The earned value approach is a project management technique commonly used in traditional project management methodologies, but it is not a specific requirement or practice within the Scrum framework.

Therefore, the correct answers are A. Preparing sprint burn down charts and B. Increasing the transparency by frequently updating the remaining work.

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15. A product Owner can not send a representation (delegate) to sprint review

A. True

B. False

Explanation
A Product Owner can send a representation or delegate to the sprint review if they are unable to attend in person. While it is ideal for the Product Owner to be present at the sprint review to provide insights and feedback, Scrum allows for flexibility in attending the event. The delegate should be someone who can adequately represent the Product Owner's perspective and provide valuable input during the sprint review. However, it is important to note that the Product Owner remains responsible for the product and should be actively involved in the sprint review process, even if they cannot attend in person.

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16. When a sprint is cancelled, the scrum team discards all the work and refines a new product backlog

A.True

B. False

Explanation
When a sprint is cancelled, the Scrum team does not discard all the work and create a new product backlog. Instead, the Scrum team conducts a sprint retrospective to review and analyze the reasons for the cancellation. The team examines what was accomplished during the cancelled sprint and identifies any insights or learnings that can be applied to future sprints.

After the retrospective, the Scrum team, including the Product Owner, collaboratively decides on the next steps. They may choose to start a new sprint with a revised sprint goal and adjusted backlog based on the insights gained from the cancelled sprint. The work that was completed during the cancelled sprint is typically not discarded but may be evaluated for potential integration into future sprints or releases.

It is important to note that sprint cancellations are intended to be rare occurrences and should be avoided whenever possible. Cancelling a sprint should only happen in exceptional circumstances, such as a major change in business priorities or the discovery of a fundamental flaw that makes further work on the sprint goal impractical.

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17. A scrum team develops software during the sprints.Only when the Product owner decides to go for release, the team takes up user documentation during the sprint. Which of the statements is correct?

A. It is correct. Creating documents early will require constant effort to keep them updated.

B. It is correct. Scrum favors less documentation and the team can defer it to the last minute.

C. It is Incorrect, Anything that is required for the product increment to be production ready must be part of “Definition of Done” for “the Sprint”

D. All of the above

Explanation
According to Scrum principles, anything that is required for the product increment to be considered production-ready should be part of the "Definition of Done" for the sprint. This includes user documentation or any other necessary deliverables.

Scrum emphasizes the importance of delivering a potentially shippable product increment at the end of each sprint. The "Definition of Done" defines the criteria that must be met for an increment to be considered complete and ready for release. This definition typically includes various aspects such as coding standards, testing, documentation, and any other requirements specific to the product or organization.

While it is true that Scrum favors less documentation and values working software over comprehensive documentation (option B), it does not mean that documentation can be deferred to the last minute or excluded entirely. The team should strive to maintain an appropriate balance between delivering working software and producing any necessary documentation to ensure the product is usable, maintainable, and meets the needs of its users.

Option A is incorrect because creating documentation early in the sprint, as part of the "Definition of Done," ensures that it is given proper consideration and allows for regular updates and improvements, if necessary. It does not require constant effort to keep them updated but rather integrates documentation as a standard part of the development process.

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18. A user declined the resolution that you have provided on a production issue. What will be your next course of action?

A. Tell the user to open a new incident.

B. Re-Open the Incident and Update user concerns in the incident.

C. Request user to re-open incident with valid validation and artificats.

D. As the Incident is closed inform the user to update concerns in feedback.

Explanation
When a user declines the resolution provided for a production issue, the appropriate next course of action would be to re-open the incident and update the user's concerns within the same incident.

By re-opening the incident, you acknowledge the user's feedback and ensure that their concerns are addressed appropriately. This allows for continued communication and collaboration to find a satisfactory resolution for the user.

Options A, C, and D are not the recommended actions in this situation:

A. Telling the user to open a new incident may create confusion and duplicate efforts. It is more effective to continue the discussion within the existing incident.

C. Requesting the user to re-open the incident with valid validation and artifacts may not be necessary if the concerns can be addressed within the existing incident. Re-opening the incident is sufficient.

D. Informing the user to update concerns in feedback is not the best approach because feedback is generally used for general comments or suggestions, not for ongoing incident resolution.

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19. Major incident review takes place after a major incident has occured. The contents of the review document should mandatorily Include

A. Timelines for incident resolution

B. Documet who is going to own the problem and root cause.

C. Understand what went wrong during major incidnets to ensure they will not repeat in future.

D. All of the Above

Explanation
The contents of a major incident review document should mandatorily include all of the options mentioned:

A. Timelines for incident resolution: The major incident review document should include a detailed timeline of the incident, documenting when it occurred, when it was detected, and the duration of the incident. This helps provide an understanding of the incident's impact and the time taken to resolve it.

B. Document who is going to own the problem and root cause: It is important to identify the individual or team responsible for owning the problem and investigating the root cause of the incident. This information should be documented in the review document to ensure accountability and facilitate further analysis.

C. Understand what went wrong during major incidents to ensure they will not repeat in the future: The major incident review aims to identify and understand the causes and contributing factors that led to the incident. This includes analyzing the events, actions, and decisions that occurred during the incident response. The review document should document these findings to learn from the incident and implement preventive measures to avoid similar incidents in the future.

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20. Sprint longer than one calendar month may result in

A. Too much to inspect in short meetings.

B. Detached Stakeholders.

C. Increased complexity needing more traditional controls like documenation

D. All of the Above

Explanation
Sprints longer than one calendar month can result in the issues mentioned in options A, B, and C:

A. Too much to inspect in short meetings: Scrum emphasizes frequent inspection and adaptation. Longer sprints can lead to a larger amount of work to inspect and review within the limited time frame of the sprint review and retrospective meetings. This can make it challenging for the Scrum team to effectively assess progress, identify issues, and make necessary adjustments.

B. Detached Stakeholders: With longer sprints, stakeholders may feel disconnected or less engaged in the development process. Their feedback and input may become less timely and less aligned with the evolving product. This can hinder collaboration, communication, and the ability to meet stakeholders' evolving needs.

C. Increased complexity needing more traditional controls like documentation: Longer sprints may introduce more complexity into the development process, requiring additional documentation and traditional controls to manage and track the progress of the work. This can potentially increase overhead, bureaucratic processes, and a reliance on heavyweight documentation, which goes against the Agile principles of simplicity and working software over comprehensive documentation.

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21. It has been decided that the architecture for a project will have 3 layers i.e
a. Front End UI,
b. Middleware : which will host the business logic
c. Database Component for the storage .

Which of the following team structure would you recomend for a better business outcomes?

A. Three teams, one for each of the layers with clear protocols and interfaces between them to improve business oreinted colloboartion.

B. Six teams, one development and one testing for each of the layers. A central integration team to continouly integrate the work.

C. Feature based teams, where each team is staffed with all the skills needed to develop the features.

D. As long as the architecture is robust, team structuring does not matter.

Explanation
For better business outcomes, the recommended team structure would be C. Feature-based teams, where each team is staffed with all the skills needed to develop the features.

By organizing teams based on features, the teams are composed of cross-functional members with diverse skills required to develop end-to-end features. This enables greater ownership, autonomy, and collaboration within the teams. Each team can work independently, focusing on delivering specific features or functionalities, which leads to faster development cycles and better alignment with business objectives.

Option A suggests having separate teams for each layer, which can lead to increased dependencies, coordination efforts, and potential delays. While clear protocols and interfaces between teams can improve collaboration, the overall efficiency and speed of development might be impacted.

Option B suggests having separate development and testing teams for each layer, along with a central integration team. This approach can introduce additional handoffs, communication overhead, and potential bottlenecks during the integration process.

Option D suggests that team structuring does not matter as long as the architecture is robust. While a robust architecture is important, the team structure plays a significant role in enabling effective collaboration, efficiency, and agility in software development.

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22. An organization needs to structure hunderds of developers into scrum teams. You as s scrum master will

A. Work with organziation management and prepare the best structure for each scrum team based on the seniority and skills of developers.

B. Identify required number of scrum masters and require them to choose their scrum teams.

C. Facilaitate awareness of developers about the goals and objectives of product developement , coach them about scrum and let them work among themnselves to scrum teams.

Explanation
Option A suggests collaborating with management to assess the seniority and skills of the developers and then structuring the teams accordingly. This approach ensures that the teams are balanced in terms of expertise, experience, and skill sets, which can contribute to better team dynamics and productivity.

Option B suggests identifying the required number of Scrum Masters and having them choose their Scrum teams. While involving Scrum Masters in team formation can be beneficial, it's essential to consider a more comprehensive approach that takes into account the skills and seniority of the developers.

Option C suggests facilitating awareness among the developers about the goals and objectives of product development and coaching them about Scrum, allowing them to form teams among themselves. While self-organization is a key aspect of Scrum, it's important to consider the skills and seniority of the developers to ensure balanced and effective teams.

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23. Scrum master with respect to scrum artifacts is

A. Coach the team to increase the transparency of the artifacts

B. Decide the format of the artifacts and ensures that the team follows it.

C. Owner of the artifacts and responsible for having them upto date.

Explanation
The Scrum Master's role with respect to Scrum artifacts is to coach the team to increase the transparency of the artifacts.

Scrum artifacts include the product backlog, sprint backlog, and potentially the increment. The Scrum Master's primary responsibility is to ensure that these artifacts are understood, visible, and accessible to the Scrum Team and stakeholders. The Scrum Master facilitates transparency by coaching the team on how to create and maintain the artifacts effectively.

The Scrum Master does not decide the format of the artifacts (option B). The format and structure of the artifacts are typically determined by the Scrum Team collectively, with input from stakeholders and alignment with Agile and Scrum principles.

Additionally, the Scrum Master is not the owner of the artifacts (option C). The artifacts are owned by the Scrum Team as a whole. The Scrum Master helps facilitate their proper usage, updates, and maintenance but is not solely responsible for them.

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24. Select all that apply. The sprint review is an event that requires

A. The Product owner's sign off.

B. Active participation of the stakeholders invited by product owner.

C. Transition Sign-off.

D. Inspection and Adaption activities.

Explanation
During the sprint review, active participation of the stakeholders invited by the product owner is crucial. The purpose of the sprint review is to inspect the increment and gather feedback from stakeholders to ensure the product is meeting their expectations.

Inspection and adaptation activities are also integral to the sprint review. The Scrum Team and stakeholders review the increment, discuss any changes made during the sprint, and identify opportunities for improvement. This allows the team to adapt their approach in subsequent sprints based on the feedback received.

Option A, the Product Owner's sign-off, is not explicitly required during the sprint review. The Product Owner's input and involvement are essential, but their sign-off typically happens in other events, such as the sprint planning or the sprint review.

Option C, transition sign-off, is not directly related to the sprint review. Transition sign-off typically happens when the product is ready to be released or deployed to the production environment, and it involves different processes and activities.

Therefore, the sprint review requires the active participation of stakeholders invited by the product owner and includes inspection and adaptation activities.

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25. This DevOps tool is used to build the code, test it and deploy in staging/production

A. Jenkins

B. Docker

C. Nagios

D. Collectd/collectl.

Explanation
Jenkins is a popular DevOps tool used for continuous integration and continuous delivery (CI/CD) pipelines. It is commonly used to automate the build, test, and deployment processes of code in staging and production environments.

Jenkins allows developers to configure and automate the entire software development lifecycle, including building the code, running tests, and deploying the application to different environments. It integrates with various version control systems, testing frameworks, and deployment tools, making it a versatile tool for software development and deployment.

Option B, Docker, is a containerization platform that enables developers to package applications and their dependencies into portable containers. While Docker is commonly used alongside Jenkins for deploying applications, Docker itself is not primarily focused on building and testing code.

Options C and D, Nagios and Collectd/collectl, are monitoring and performance analysis tools, respectively. They are not specifically designed for building, testing, and deploying code.

Therefore, the correct tool for building the code, testing it, and deploying it in staging/production is Jenkins (option A).

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26. Practice involved analaysis of patterns of potential issues, assesmnet of flow volume, and resolution time taken to improve operation efficiency is

A. Data Fix

B. Change Management

C. Ticket Analysis

D. Problem Control

Explanation
The practice described, involving the analysis of patterns of potential issues, assessment of flow volume, and resolution time taken to improve operational efficiency, is typically associated with Ticket Analysis.

Ticket Analysis refers to the process of analyzing data and information from tickets or incidents raised in an IT service management system. It involves studying patterns, trends, and metrics related to ticket volumes, issue types, resolution times, and other relevant factors.

By conducting Ticket Analysis, organizations can identify recurring issues, bottlenecks, or areas for improvement in their IT operations. This analysis helps in making data-driven decisions to optimize processes, allocate resources effectively, and improve overall operational efficiency.

Options A and D, Data Fix and Problem Control, are **not directly related** to the described practice. Data Fix usually refers to correcting or manipulating data in a system or database, while Problem Control refers to the process of managing and resolving problems within an IT service environment.

Option B, Change Management, is **also not directly related to the described** practice. Change Management focuses on managing and controlling changes to IT services, systems, or infrastructure to minimize disruptions and ensure the stability and reliability of the environment.

Therefore, the practice involved in the analysis of patterns of potential issues, assessment of flow volume, and resolution time taken to improve operational efficiency is best represented by Ticket Analysis (option C).

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27. In which of the following scenario's RCA must be performed?

A.Recurring issues with low priority

B. Upon Client request for incidents with defined criteria.

C. Major Incidents causing business impact

D. All of the options

Explanation
Root Cause Analysis (RCA) should be performed in all of the scenarios mentioned:

A. Recurring issues with low priority: RCA helps identify the underlying causes of recurring issues, even if they have a low priority. By addressing the root causes, organizations can prevent the issues from happening again in the future.

B. Upon client request for incidents with defined criteria: When a client specifically requests an RCA for certain incidents, it is important to perform the analysis to determine the root causes and provide insights into preventing similar incidents in the future.

C. Major incidents causing business impact: RCA is especially important for major incidents that have a significant impact on the business. By conducting an in-depth analysis of the root causes, organizations can take corrective actions to prevent such incidents from occurring again and minimize their impact on business operations.

Performing RCA helps organizations understand the underlying causes of issues, improve their processes, and prevent recurrence. It is a valuable practice for continuous improvement and ensuring the stability and reliability of systems and services.

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28. A company composes a project team of analysis ,developers testers and arhictects. The company wants the team ro adapt scrum. To do so, they must take a cultural change. What is most likely the hardest change for this team?

A. Adapt a set of metrics to measure progress.

B. Eliminate the focus on comprehensive documentation.

C. Eliminate the throw-it-over-the-wall mentality.

D. Adopt a focus on delivering working software

Explanation
the hardest change for this team, when transitioning to Scrum, is likely to be eliminating the throw-it-over-the-wall mentality. The throw-it-over-the-wall mentality refers to the traditional approach where each role in the project team works in isolation, completing their tasks and passing them on to the next role without much collaboration or communication.

In Scrum, collaboration, communication, and cross-functional teamwork are essential. The team works together closely throughout the sprint to deliver a potentially shippable product increment. There is a shared responsibility for the success of the project, and all team members contribute their expertise and work collaboratively towards the project's goals.

Eliminating the throw-it-over-the-wall mentality requires a cultural shift in how the team members perceive their roles and responsibilities. They need to embrace the idea of collective ownership and collaboration, where the focus is on working together as a team rather than passing work from one individual to another without much interaction.

While the other options, such as adapting metrics, eliminating comprehensive documentation, and focusing on delivering working software, are also changes associated with adopting Scrum, they are typically easier to address compared to changing deeply ingrained habits and mindset related to collaboration and teamwork.

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29. Tools or frameworks that facilitates source code to be automatically complied into releasable binaries is known as

A. Build Automation

B. Business Intelligence

C. Environment Fix

D. Monitoring

Explanation
Build Automation is a practice that involves using tools or frameworks to automatically compile source code into releasable binaries or executable software. It is an essential part of the software development process, particularly in agile and DevOps environments.

Build Automation tools streamline the build process by automating tasks such as compiling source code, managing dependencies, running tests, and packaging the software into deployable artifacts. These tools help ensure consistency, efficiency, and reliability in the software build process.

By automating the build process, development teams can save time, reduce human errors, and improve the overall quality of the software. It allows for faster and more frequent builds, enabling continuous integration and delivery practices.

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30. In a RACI matrix used for Stakeholder management , R stands for

A. Required.

B. Respectable

C. Responsible

D. Requested

Explanation
In a RACI matrix used for stakeholder management, the letter "R" stands for "Responsible." The RACI matrix is a tool used to define and clarify roles and responsibilities within a project or organization. It helps identify who is accountable, who should be consulted, who needs to be informed, and who is responsible for specific tasks, decisions, or activities.

The key roles in a RACI matrix are:

Responsible (R): The person or role responsible for executing or completing a task or activity. They are directly responsible for the successful completion of the task.

Accountable (A): The person or role who is ultimately accountable for the overall outcome or result. They have the authority to make decisions and are answerable for the success or failure of the task.

Consulted (C): Individuals or roles who provide input, expertise, or guidance related to the task. They are consulted for their opinions or advice before a decision or action is taken.

Informed (I): Individuals or roles who need to be kept informed about the progress, decisions, or outcomes of a task. They are not directly involved in the execution but should be kept up to date.

In this context, "Responsible" (option C) refers to the person or role who is directly responsible for executing or completing a specific task or activity. They are the ones who take ownership and ensure that the task is carried out effectively.

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31. The following data points can be considered for evalauting Risk of changes

A. Number of Components undergoing changes

B. Existence of Implementers

C. Existence of templates.

D. Change implementation duration

Explanation
A. Number of Components undergoing changes: The more components or systems involved in a change, the higher the risk, as there are more potential points of failure or impact.

B. Existence of Implementers: Having experienced and knowledgeable implementers who understand the system and the change being made can reduce the risk associated with the change.

C. Existence of templates: Templates can provide a standardized approach to change management, ensuring that proper steps and considerations are followed, reducing the risk of overlooking important factors.

D. Change implementation duration: Longer implementation durations can increase the risk of potential disruptions, conflicts with other changes, or extended periods of system unavailability, which may impact business operations.

These data points can help assess the risk associated with changes and guide decision-making in change management processes. It is important to consider additional factors specific to the organization and the nature of the changes being made to comprehensively evaluate risk.
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32. Which metric should be focused more for standarization of changes and deployment automation?

A. Outage Duration (Outage End Time – Outage Start Time)

B. Deployment Duration (Planned End Time -Planned Start Time)

C. Change Risk Impact and categorization

D. Change Cycle Time (Change Closure Time – Change Open Time)

Explanation
Change Cycle Time measures the time it takes for a change to go from the open state to the closed state. By focusing on reducing the Change Cycle Time, organizations can improve the efficiency and speed of their change management and deployment processes. Shorter Change Cycle Time indicates faster and more streamlined change implementation, reducing the time required for testing, approval, and deployment.

While metrics like Outage Duration and Deployment Duration are important to track and analyze, they may not directly address the standardization of changes and deployment automation. Change Risk Impact and categorization, on the other hand, focus more on evaluating the impact and severity of changes, which is a different aspect compared to standardization and automation.
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33. Which of the Following is not a type of Change?

A. Emergency Change

B. Normal Change

C. Quick Change

D. Standard Change

Explanation
"Quick Change" is not a recognized type of change in the commonly used change management frameworks like **ITIL (Information Technology Infrastructure Library) or Agile/Scrum**. The three commonly recognized types of changes are:

A. Emergency Change: This type of change is unplanned and requires immediate implementation to resolve critical issues or incidents that are impacting the business or services.

B. Normal Change: Also known as "Standard Change," this type of change follows the defined change management process and requires assessment, planning, and approval before implementation.

D. Standard Change: This type of change refers to pre-authorized changes that are considered routine and low risk. They are repetitive in nature, have well-defined procedures, and are pre-approved to expedite the change process.

"Quick Change" is not a standard type of change recognized in these frameworks, and its definition may vary depending on the specific context or organization.

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34. New Catalogue item has to be added to the existing list of services where TCS is managing the end to end IT Services for the customer IT Orgnaizarions. Who Should Authorize the creation of the service catelogue?

A. Service Catelogue Owner.

B. TCS, as there is new type of skill for TCS

C. Both customer and TCS

D. Customer , if there is a financial impact of provisioning services

Explanation
The creation of a new service catalog item involves both the customer and the service provider (in this case, TCS) working together to define and authorize the addition. The customer, as the owner of the IT organization, has the authority to determine the services they require and the financial impact of provisioning those services. TCS, as the service provider, needs to collaborate with the customer to understand their needs and align the new service catalog item with the overall IT service management strategy. Therefore, the authorization for creating a new service catalog item should come from both the customer and TCS, ensuring mutual agreement and alignment of goals and requirements.

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35. The Developers create the sprint goal. What is the role of Product owner in creating the Sprint goal?

A. The Product Owner First describes the business objective of the sprint to the developers, Based on this, and the selected items for the sprint , the sprint goal is crafted.

B. The Product Owner is not concerned with the sprint goal as it an optional activity for the developers.

C. The Prodcut Owner is responsible for getting the stakeholders formal approval for the sprint goal.

D. The Prodcut Owner can change the sprint goal anytime during the Sprint. He/She can create a new sprint goal and ask the developers to work on it.

Explanation

The Product Owner plays a crucial role in creating the sprint goal. The Product Owner is responsible for communicating the business objective or the desired outcome of the sprint to the development team. This objective serves as the foundation for the sprint goal. The development team then collaborates with the Product Owner to determine the specific work items or backlog items that will contribute to achieving the sprint goal. The sprint goal provides focus and direction to the development team during the sprint and helps them prioritize their work. It aligns the team's efforts with the overall business objectives and ensures that the sprint delivers value to

the stakeholders.

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36. Escalation Matrix Should contain the details of the following stakeholders

A. Both TCS and Customers Stakeholders.

B. TCS Stakeholders only

C. No Stakeholder details are required to be documented as you have all the stakeholders personally.

D. Customer Stakeholders only

Explanation

An escalation matrix is a document or process that outlines the chain of communication and escalation in case of issues or problems within a project or organization. It includes the details of stakeholders who should be contacted or notified at various levels of escalation. In order to effectively manage and address issues, it is important to have the contact information and roles of both TCS (the service provider) and customer stakeholders included in the escalation matrix. This ensures that the appropriate individuals from both sides are informed and involved in the escalation process, allowing for timely resolution and effective communication.

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37. On Monday Morning : you are part of a major outage. As part of troubleshooting it has been observed that there were five changes which got deployed into production. You have identified two changes which could have potentially caused outage. What is the order of changes to be rolled back?

A. Changes should be backed out based on probability of failure.

B. As there are multiple changes we cannot rollback any change.

C. Change which was deployed last should be backed out first.

D. Roll Back Both the Changes

Explanation

In the given scenario, where multiple changes have been deployed and two of them are suspected to have caused the outage, the recommended approach is to roll back the changes in the reverse order of their deployment. This means that the change which was deployed most recently should be rolled back first.

By rolling back the changes in reverse order, you have a higher chance of identifying and resolving the cause of the outage. This allows you to eliminate the most recent changes first and see if the issue persists. If rolling back the most recent change resolves the problem, it indicates that this change was indeed the cause of the outage. If the issue persists after rolling back the most recent change, you can then proceed to roll back the next change in the order of deployment.

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38. What type of change is mostly likely to be managed by service request management practice?

A. An emergency Change

B. A normal Change

C. An Application Change

D. A Standard Change

Explanation

Service request management primarily deals with fulfilling customer requests for standard services or pre-defined changes that are well-known and documented. Standard changes are low-risk, routine changes that have been pre-authorized and follow a set procedure or workflow. These changes are typically repetitive, have a predictable outcome, and do not require extensive assessment or approval processes.

Examples of standard changes include password resets, access permission changes, software installations, and hardware replacements. These changes are typically handled through a service catalog or service request portal, where customers can submit their requests for predefined services or changes.

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39. TCS Location Independent Agile is about (Select all that apply)

A. How Distributed agile teams, each team itself being co-located should colloborate

B. How to Distribute work among team members distributed across different time zones.

C. Harnessing globally available talent.

D. How an agile team can be distributed and yet perform without compromising on agility

Explanation

Option B, "How to distribute work among team members distributed across different time zones," is not specifically related to TCS Location Independent Agile. While it may be a consideration in distributed agile teams, it is not a defining aspect of TCS Location Independent Agile.

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40. You are leading a transition of a large operations support. During Transistion phase when knowlegde transistion is in progress, should you ask for the incumbent vendors “Known Error Database(KEDB)?

A. Yes, you should request for KEDB, recieve and enchance it further as per TCS standards, with additional known errors and keep it updated always.

B. No, You should always create a fresh KEDB from Scratch

C. Yes, to solve this issues during secondary support changes.

D. No, It would be a security violation to request for their KEDB.

Explanation

During the transition phase, it is beneficial to leverage the existing knowledge and documentation from the incumbent vendor. Requesting their KEDB allows you to understand the known errors, their resolutions, and any workarounds or known issues that have been documented. This information can be valuable in providing efficient support and minimizing disruptions during the transition. However, it is important to review and enhance the KEDB to align it with TCS standards and update it as needed.

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41. What are the ways to manage the shifts efficiency with zero impact on business?

A. All of the options

B. Ensure that team has relevant knowledge to priroritize the task based on SLA's or deliverables.

C. Ensure that the shift handover/ takeover procedures are followed.

D. Ensure that all the team members are aware of their roles and responsibilities assigned to the shift.

Explanation

To manage shift efficiency with zero impact on business, it is important to implement all of the mentioned options.

Ensuring that the team has relevant knowledge to prioritize tasks based on SLAs (Service Level Agreements) or deliverables helps in efficiently managing workload and meeting business requirements.

Following shift handover/takeover procedures ensures smooth transition between shifts, minimizing disruptions and ensuring continuity of operations.

Ensuring that all team members are aware of their roles and responsibilities assigned to the shift promotes clarity, accountability, and effective collaboration within the team.

By implementing these practices collectively, organizations can optimize shift efficiency while minimizing any negative impact on business operations

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42. The Sprint has ended. The development teams has not completed any of the product backlog items selected for the sprint. What would be the next step?

A. End of the sprint with retrospective, since scrum favours time boxing.

B. Extend the sprint since scrum favors tasks getting done.

C. Request the product owner to accept the completed portion of the incomplete product backlog items and plan to complete them by next sprint, since scrum favors empowered teams.

Explanation

In Scrum, the principle of timeboxing is followed, which means that the sprint has a fixed duration and should not be extended. If the development team has not been able to complete any of the selected product backlog items within the sprint, it is important to have transparency and open communication with the product owner.

The development team should present the completed portion of the work to the product owner and discuss the reasons for the incomplete items. The product owner can then decide whether to accept the completed portion and include it in the product increment or make adjustments to the product backlog for the next sprint. The focus is on collaboration, transparency, and adapting the plan based on the feedback and priorities set by the product owner

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43. When mutiple scrum teams are working on same product, how many product owners and product backlogs are needed?

A. Mutiple Product owners and mutiple product backlogs.

B. One Prodcut Owner and One Product Backlogs.

C. Multiple Product Owners and One Product Backlog.

D. One Product Owner and Multiple Product Backlogs.

Explanation

In this scenario, each Scrum team may have its own dedicated Product Owner who is responsible for representing the interests of the stakeholders and prioritizing the work for their respective team. However, all the Product Owners collaborate and work together to maintain a single Product Backlog for the entire product.

The multiple Product Owners collaborate to ensure alignment and synchronization among the Scrum teams. They coordinate and prioritize the backlog items based on the overall product vision and objectives. By having multiple Product Owners, it allows for better focus on individual team needs while still maintaining a cohesive approach to product development.

Having one Product Backlog for the entire product ensures that there is a unified prioritized list of features, enhancements, and other work items that all the Scrum teams can pull from during their Sprint Planning.

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44. Which of the following risks will be identified through RIO Risk identification excercise?

A. None of the above

B. Only Customer related risk.

C. Only TCS operations risk,

D. Operational Risk (Both Customer and TCS related).

Explanation

The RIO (Risk Identification and Ownership) exercise is typically conducted to identify and assess operational risks associated with a project or initiative. It aims to identify risks that could impact both the customer and TCS (the organization). Therefore, the exercise would involve identifying operational risks related to both the customer and TCS operations.

Option A, "None of the above," is incorrect because operational risks are indeed identified through the RIO exercise.

Option B, "Only Customer related risk," is incorrect because the RIO exercise considers risks related to both the customer and TCS.

Option C, "Only TCS operations risk," is incorrect because the RIO exercise also considers risks related to the customer.

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45. When does a product backlog retires?

A. When the product owner retires.

B. When the Customer provides sign-off on completion of project.

C. When the product retires.

D. When all sprint overs

Explanation

The retirement of a product backlog is not tied to any specific event or condition listed in the options provided. The product backlog represents an ongoing and evolving list of items that define the work to be done on a product.

A product backlog can be considered "retired" when the product itself is no longer actively developed or maintained. This could happen when the product reaches its end of life, is discontinued, or is replaced by a newer version or alternative solution.

Therefore, the retirement of a product backlog is typically associated with the overall lifecycle of the product, rather than specific events such as the retirement of the product owner, customer sign-off, or completion of sprints.

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46. The Process of granting users the right to use a service and system to manage the confientiality, availability and integrity of the organizations daata and IP?

A. Transition Management

B. Configuration Management Database

C. Definitive Media Library

D. Software Configuration Library

Explanation

The correct answer to the question is not provided among the options given. The process described in the question is typically associated with the practice of Identity and Access Management (IAM). IAM involves granting users the right permissions to use a service or system while ensuring the confidentiality, availability, and integrity of the organization's data and intellectual property.

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47. It is a secure logical library in which the definitive, authorized versions of all software media configuration items are stored and protected.

A.Integration Library

B. Configuration Management Database

C. Definitive Media Library

D. Software Configuration Library

Explanation

A Definitive Media Library (DML) is a secure logical library in which the definitive, authorized versions of all software media configuration items (CIs) are stored and protected. It is a centralized repository for storing software media, such as installation files, source code, licenses, and documentation. The DML ensures that the software versions used in the organization are controlled and can be reliably reproduced.

Option A, Integration Library, is not a recognized term in the context of IT service management.

Option B, Configuration Management Database (CMDB), is a database that stores information about configuration items (CIs) in an IT infrastructure. It is not specifically related to storing software media.

Option D, Software Configuration Library, is not a recognized term in the context of IT service management.

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48. A team wants to use Planning Proker to estimate effort to achieve sprint goals. What will be the BEST recommendation?

A. Use when estimating a large number of items with large group of pareticipants.

B. Use to find similar user stories and group them together to visulaize the estimation.

C. Use numbered playing cards to estimate a relative small number of items in small team.

D. Use an Informal and quick way to get a rough feeling about the total size of backlog.

Explanation

Planning Poker is a collaborative estimation technique commonly used in Agile and Scrum teams. It involves team members using numbered playing cards (representing effort or story points) to individually estimate the effort required for each user story or task. The team members then discuss their estimates and reach a consensus.

Option A suggests using Planning Poker for a large number of items with a large group of participants. While Planning Poker can be used in such cases, it tends to be more effective and efficient with a smaller number of items and participants. With a large group, it may become challenging to facilitate discussions and achieve consensus.

Option B suggests using Planning Poker to find similar user stories and group them together for estimation. While this approach can be useful for organizing and visualizing the estimation process, it is not the primary purpose of Planning Poker. Planning Poker focuses on estimating individual items rather than grouping them based on similarity.

Option D suggests using Planning Poker as an informal and quick way to get a rough feeling about the total size of the backlog. While Planning Poker can provide a rough estimation, its main purpose is to facilitate collaborative estimation and consensus-building within the team.

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49. Any Highest Impact , highest Urgency issue for which the degree of impact on the business/organization is a mid-way between a normal incident and disaster

A. Normal Change

B. Service Change

C. Major Incident

D. Standard Process

Explanation

A major incident refers to an event that causes significant disruption to the business or organization, resulting in high impact and urgency. While it may not reach the level of a full-scale disaster, it is still considered a critical incident that requires immediate attention and resolution. Major incidents often involve widespread impact, affect multiple users or systems, and require a coordinated response from various teams to mitigate and resolve the issue.

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50. Durimg the transition, who will sign the Toll gates to move from one stage of transition to another stage?

A. Toll gate will be signed in agreement with all above stakeholders.

B. TCS transistion manager.

C. Customer Transition manager, since they are the approvers.

D. Outgoing vendor Transition manager.

Explanation

During the transition phase, the toll gates are typically signed off by all relevant stakeholders involved in the transition process. This includes representatives from both the customer organization and the service provider (such as TCS). The toll gates serve as checkpoints or milestones that signify the completion of specific stages or deliverables in the transition process. The sign-off ensures that all stakeholders are in agreement and satisfied with the progress and quality of the transition before moving on to the next stage.

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51. what should be a standard way for anyone outside an agile team (for example, delivery partner of account, Head of the Enablement Function) to get the status of the work at any point in time?

A. He/She can have a status review meeting whenever required.

B. He/She can talk to each team member daily to understand the status.

C. All team members need to send email updates to him/her daily.

D. He/she can refer the physical/digital kanban board, which is maintained by team

Explanation

In an agile team, the standard way for anyone outside the team to get the status of the work at any point in time is to refer to the physical or digital kanban board. The kanban board provides a visual representation of the team's workflow, including the status of each task or user story. It typically includes columns such as "To Do," "In Progress," and "Done," which reflect the current state of the work. By looking at the kanban board, stakeholders can quickly understand which items are in progress, what has been completed, and what is still pending. This promotes transparency and enables stakeholders to have an up-to-date view of the team's progress and status without the need for frequent status meetings or individual updates.

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52. The Business Unit Head wants the Developers to include a highly critical feature in the current sprint . What Should the developers do?

A. Ask the Business Unit Head to work with product owner.

B. Work on that feature since an Business Unit Head's priority is of utmost importance.

C. Work on that feature if scrum master approves it.

D. As an empowered team , identify a backlog item in the scope for current sprint that may be dropped to accommodate this crtical feature.

Explanation

In Scrum, the development team is responsible for determining how much work they can take on during a sprint. While it is important to consider input from stakeholders, including the Business Unit Head, it is ultimately the development team's decision to determine the scope of work for the sprint.

If the Business Unit Head wants to include a highly critical feature in the current sprint, the developers should collaborate with the product owner and discuss the potential impact on the sprint goals and the existing backlog items. They should evaluate the priority of the critical feature in relation to the other items and assess the feasibility of accommodating it within the sprint.

As an empowered team, they have the authority to make decisions about the sprint scope. If they believe that including the critical feature is crucial and aligns with the sprint goals, they can discuss with the product owner to identify a backlog item that may be dropped or deferred to a future sprint to make room for the critical feature. It's important to maintain a balance between responding to urgent requests and ensuring the overall success of the sprint and the project.

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53. When do you test the Business Continuty Plan (BCP)?

A. When BCP Situation is declared by Crisis Management Leader (CML)

B. When I am Unable to access the applivcation due to link issues.

C. When BCP is first created.

D. Regularly as part of mock drills using mechanism such as Table top and call- Tree exercises.

Explanation

Testing the Business Continuity Plan (BCP) is an essential part of ensuring its effectiveness and readiness in case of a real business disruption. The BCP should not only be created but also regularly tested to identify any gaps or weaknesses, validate the plan's components, and familiarize the relevant stakeholders with their roles and responsibilities.

Mock drills, such as Tabletop exercises and call-Tree exercises, are commonly used to simulate different scenarios and test the BCP's response. These exercises involve various stakeholders participating in discussions and simulations of potential disruptions, assessing the plan's adequacy, and identifying areas for improvement.

Testing the BCP on a regular basis allows organizations to identify any potential issues or bottlenecks and make necessary adjustments to enhance their preparedness for a real incident. It ensures that the BCP remains up to date, relevant, and aligned with the organization's evolving needs and changes in the business environment.

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54. As a self-organized and empowered team, the developers in a scrum team describes which business needs are to be developed during the sprint.

A. True

B. False

Explanation

In a Scrum team, the developers are responsible for developing the product increment based on the Product Backlog items selected for the sprint. However, it is the Product Owner's responsibility to describe the business needs and prioritize the Product Backlog items. The Product Owner collaborates with the stakeholders and gathers requirements to define the business needs that will be addressed in the sprint. The developers, as part of the self-organized and empowered team, work closely with the Product Owner to understand these needs and determine how best to implement them during the sprint.

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