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Question # 3 Revisit Choose the best option

Organization ABC has recently adopted Scrum and several teams work according to Scrum. The Scrum Master of one of the teams notices that the team is not able to perform unit tests at the desired velocity and the developers complain about not having the time to create automated tests. How can the ADAPT cycle help in solving this?

- ☐ It creates objectives for measuring the team's adaptation to the new way of working
- ☐ It creates awareness that the current approach is not working and generates the desire to solve the issue
- ☐ It provides a set of steps to learn about Scrum practices in order for the team to change their old habits
- ☐ It helps to understand which tools the Development Team needs for automating the tests

Question # 4 Revisit Choose the best option

Select the correct statement on Project and Process?

- ☐ Both Project and Process are continuous with no end dates defined
- ☐ Project has inputs and outputs and Process has defined start date, end date and scope
- ☐ None of the above
- ☐ Project has Definite Start and End Date and Scope
Process has inputs and Outputs

Question # 10 Revisit Choose the best option

Which of the process in the options is a customized process defined for customer but not defined as a standard process in ITIL framework

- ☐ Issue Management
- ☐ Problem Management
- ☐ Incident Management
- ☐ Request Management

Question # 15 Revisit Choose the best option

A particular incident has been resolved with 97% accuracy by you. What have you adhered to?

- ☐ Service Relationship
- ☐ Service Management
- ☐ Service Protocol
- ☐ Service Level Agreement

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to take as long as they feel is required, when describing the status of their ongoing work on a stand-up call. Is this statement TRUE or FALSE?

- ☐ TRUE
- ☐ FALSE

Read about the three ways in which leadership can embrace Agile.
For each question 1 – 5, choose the correct word and fill in the blanks.

How Leadership can embrace Agile

Agile has gained zealous supporters worldwide ever since it helped major firms like Amazon, Spotify, and Netflix to (1) start (transform/start/consolidate) their teams to be leaner, and more innovative and (2) responsive (responsive/responsible/dependable) to customers. Research firm Gartner predicts 80% of large enterprises will adopt Agile by 2021. However, some senior executives do not (3) completely (simply/mainly/completely) understand Agile, which limits their ability to adopt the methodology. Skepticism, lack of understanding, and career concerns have been major causes (4) towards (behind/as/towards) their resistance to Agile. If we look at the dozens of companies that have successfully adopted Agile, there are three measures that have allowed them to adapt quickly.

The first is to focus on benefits:
To overcome skepticism, convince executives that Agile will improve operations before addressing how those results will be achieved. If your enterprise leaders tend (5) to move/lean/stress more towards data, you could get them up to speed with the latest study by the American Institute of CPAs and the Chartered Institute of Management Accountants (AICPA/CIMA).

ture, conflict could arise due to: (More than one correct answer)

- ☐ difference in meal timings
- ☐ difference in time management
- ☐ difference in meeting etiquette



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"tomorrow" indicate, in all probability, beyond the following day? (More than

- ☐ Bangladesh
- ☐ Switzerland
- ☐ India
- ☐ Qatar

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Question # 1 Revisit

It's a rainy day and you have just reached the hotel to meet a client member in the lobby, in order to accompany him to the office. This is the first time Mark Radley, your client, has travelled to India from the US. Imagine that you are walking towards Mark who is clad in a suit and tie. Mark has already spent three days in India as a part of this visit and is familiar with you. How would you open the conversation with him and make small talk? Mark greets you with a warm smile and says:

Part 1 of 2: Mark Radley: Hi, quite a heavy downpour, isn't it?

Please select appropriate response(s) to Mark's statement. (More than one correct answer)

Choose the best option(s)

- ☐ Well... not really, this is not very heavy. The
- ☐ Yes, it's been raining incessantly. Let's try a
- ☐ This is only going to make the traffic worse
- ☐ Yes.

While communicating with clients, one must NOT:

- ☐ Express opinions
- ☒ Make assumptions
- ☒ Hesitate to ask
- ☐ Diagnose

Clear Response

Question # 3 Revisit

In which of the following country cultures do people prefer to arrive at a consensus, when making a decision? (More than one answer)

Choose the best option(s)

- ☒ India
- ☐ Netherlands
- ☐ Sweden
- ☐ UK

Clear Response

In which of the following countries do people feel upset if professional work intrudes into their personal time?

- ☐ USA
- ☐ Australia
- ☐ Japan
- ☒ South Korea

Question # 3 Revisit

You are part of the onsite client team. You have received a call from the offshore team Manager about the increase in the daily average of logged tickets. He would like to add 2 more resources to the offshore team. The offshore Manager calls you to discuss the same.

What are some of the questions that may make him feel that his decision is being opposed and hence result in him becoming defensive or offensive in his responses? (More than one correct answer)

Choose the best option(s)

- ☐ What do you think would be the possible risks if we did not increase manpower?
- ☐ In your opinion, what benefits could we expect if we were to add two additional resources?
- ☐ Don't you see this will increase the budget by a big margin?
- ☐ Have you considered other options to tackle this problem? Would you like to see them?
- ☐ What makes you think this addition will be approved?



Question # 1
[Revisit](#)

Choose the best option

Given below is a list of phrases used when presenting a new idea. Examine the phrases and identify the most appropriate phrase for the 3 categories:

(A) Introductory statements,
(B) Statements developing the presentation's argument, and
(C) Concluding statements

List of Phrases:

- If you observe closely, you'll note that there's a lot to be said in support of X rather than Y...
- At the end of the day, anyone can see that...
- However, do remember what I had just mentioned about...
- What if I were to tell you about...
- I've no doubt that you are convinced by now that...
- Have you ever considered how...

Please select the answer option, that displays sets with the correct combination of Categories and Phrases.

☐ A-(i), B-(ii), C-(iii)
☐ A-(vi), B-(i), C-(v)
☐ A-(ii), B-(iv), C-(iii)
☐ A-(iv), B-(vi), C-(iii)

Juliana is a new recruit and is very shy. It is very difficult for her to open up, though she tries her best. Hanna, who is the client, informs Juliana's manager that whenever she tries making Juliana feel more comfortable by engaging in informal conversations, she feels as if Juliana is not much interested. Her responses are mostly yes or no statements. What feedback could Juliana's manager give her to help create a more favourable impression? (More than one correct answer)

☐ That she can also ask questions to show her interest and to express her desire to interact.
☐ Instead of responding with yes or no statements, she can use complete sentences.
☐ That she can find common topics to talk about with the client.
☐ It is normal and perfectly fine to be shy in the presence of a client. She need not change her approach.

In which of the following countries would committing to a work delivery by "tomorrow" indicate, in all probability, that the delivery would reach the recipients within a loose range of dates beyond the following day? (More than one correct answer)

☐ Bangladesh
☐ India
☐ Switzerland
☐ Qatar

During a meeting with a person from another culture, conflict could arise due to: (More than one correct answer)

☐ difference in meeting etiquette
☐ difference in time management
☐ difference in meal timings

In which of the following countries is it the standard practice for an associate to greet the stakeholder by using his/her first name (after having been introduced, earlier)? (More than one correct answer)

☐ Australia
☐ USA
☐ France
☐ Japan

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[Clear Response](#)

You are planning an enhancement feature of the E-mail portal of your organization. With this feature, you will be able to set automatic reminders as the emails will get integrated with the OS calendar and Google calendar.

Which of the following value proposition statements would work best to get approval from the leadership? (More than one correct answer)

☐ Would you like to see apps like Google calendar integrated with the email portal?
☐ Would you want the email portal of the organization to get an enhancement it has never had?
☐ Would you want every single employee of the organization to be on time for every single appointment?
☐ Would you like the email portal of the company to double up as a personal assistant of each employee?



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Which of the following statements is true with respect to giving polite replies: (More than one correct answer)

- ☒ Providing an alternative is an effective way to add a positive note to a negative response.
 - ☒ One word replies are appropriate for positive responses to requests but not for negative responses.
 - ☐ None of the above
 - ☐ While giving a negative response, it is not important to give a reason for turning down the request.
- Clear Response

During a sprint planning session, the product owner would like to address the backlog at the start, but a few members of the development team start making various suggestions to address some foreseeable challenges with meeting the deadline. The SCRUM Master Naveen, tries to interrupt and bring the meeting back on track. What is the best way to do so?

- ☐ Naveen can just let the discussion carry on without saying anything.
- ☐ Naveen can say, "Can everyone just be quiet? Speak only when I say you can."
- ☐ Naveen can allow the project manager to take control of the situation.
- ☐ Naveen can say, I am sorry to interrupt, but it is necessary to discuss the backlog first.

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- ☐ A-(i); B-(ii); C-(iii)
- ☐ A-(vi); B-(i); C-(v)
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- ☒ A-(iv); B-(vi); C-(iii)

List of Phrases:

- i) If you observe closely, you'll note that there's a lot to be said in support of X rather than Y...
- ii) At the end of the day, anyone can see that...
- iii) However, do remember what I had just mentioned about...
- iv) What if I were to tell you about...
- v) I've no doubt that you are convinced by now that...
- vi) Have you ever considered how...

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