

1. Who typically assumes the role of the Incident Commander for an incident?
 - A. The person who gets paged to be on call
 - B. The person who declares the incident
 - C. The person from the development team who is assigned to the incident to analyze the root cause
 - D. The person from the communications team

2. Which statement best describes a service level objective?
 - A. A target objective that can bring consequences if not achieved
 - B. A quantitative measure of some aspect of the service level
 - C. A target value for a service level measured by a service level indicator
 - D. A target value that is committed by a service level indicator

3. Which of the following describes the capabilities of IBM problem management reference architecture?
 - A. Root cause analysis, identify the corrective action, and issue a request for resolution.
 - B. Utilities to execute the corresponding runbook
 - C. Management capabilities for issuing tickets
 - D. Monitoring utilities for the dashboards to identify the recurring issues

4. Why is system metrics monitoring important?
 - A. It manages the service with configurations against failures
 - B. It provides services logs so the SRE can access these logs and capture bad requests
 - C. It gives real time indications about service health and diagnoses the service when issues occur

- D. It allows the capabilities of problem and configuration management in software engineering concepts
5. An SRE implements a health check API as part of an implementation on a microservice. Based on a returned 50X status code from the health check API, what is the condition of microservice?
- A. Unknown
 - B. Some concern but otherwise healthy
 - C. Unhealthy
 - D. Healthy
6. An SRE implements a health check API as part of an implementation on a microservice. Based on the returned 200 status code, what is the condition of microservice?
- A. The health of the microservice is unknown
 - B. Healthy
 - C. Unhealthy
 - D. Some concern but otherwise healthy
7. Which of the following is a critical success factor to implement Build to Manage?
- A. Start with the existing monitoring tools and work backward to implement the Build to Manage components supported by the monitoring tools
 - B. Commercial Off the Shelf application should be excluded from the Build to Manage project, as the team did not build it
 - C. Ensure that the code library to implement the Build to Manage for the intended programming language has been defined at the beginning of the project
 - D. Start with the implementation of a minimum viable product for the identified practices and reiterate quickly
8. Which two of the following are Red Hat OpenShift on IBM Cloud availability probes?
- A. Heartbeat probe
 - B. Liveness probe
 - C. Readiness probe

- D. Service probe
 - E. Performance probe
9. An SRE is setting up an incident management toolchain which has received too many threshold-violations. Which is the best tool to help manage these violations?
- A. A notification system
 - B. A collaboration system
 - C. An Alert Management System
 - D. A trouble ticketing system
10. One way to monitor service is to perform tests by simulating users' behavior. What is this kind of monitoring is called?
- A. End-to-end monitoring
 - B. Performance monitoring
 - C. White box monitoring
 - D. Black box monitoring

Key

1. B
2. C
3. A
4. C
5. C
6. B
7. D
8. B,C
9. C
10. D