


Question # 4

 Revisit

Which of the following is not true with regard to the change management process?

Choose the best option

- ☐ An emergency change can not be executed without evaluation for dependency and consequences for other services and customers
- ☐ Emergency changes can be implemented even before they are administratively in the service management tool
- ☐ Change coming from a priority 1 incident will always be of emergency category
- ☐ In every case, emergency change should be tested before implementation



Question # 3



Revisit

Based on the learnings from previous sprints, the scrum team decides to revisit the length of the sprint. What is the appropriate scrum event to discuss and agree on the change?

Choose the best option

- ☐ Daily Scrum
- ☐ Sprint Planning
- ☐ Retrospective
- ☐ Product Backlog Grooming

31 32 33 34 35 36 37 38 39 40 41

< 38 of 50 >

All 27 10 11

Section 1 of 1 Section #1

Revisit

Question # 38

_____ tool of TCS can be leveraged to ease access reconciliation

Choose the best option

- ☐ Mastercraft
- ☐ RightsAccess
- ☐ TCS JILE
- ☐ There is no TCS tool to resolve customer access reconciliation risks

Question # 37

Revisit

A development team often gets some production support requirements in addition to the work in the sprint backlog. The team adapted their team composition and created a sub team to support these ad-hoc requirements. Which of the following statements is true?

Choose the best option

- ☐ It is okay to create sub teams within a development team
- ☐ It is not okay since there can not be sub teams within a development team
- ☐ The team can complete the production support as one team since it is high priority and then come back to the original sprint work

Section 1 of 1 Section #1

11 12 13 14 15 16 17 18 19 20 21

< 18 of 50 >

All 4 13

Question # 18

Revisit

Which of the following outcomes can be achieved by embracing RiO?

Choose the best option

- ☐ Higher time to resolution
- ☐ High number of incidents with shorter resolution time
- ☐ Reduced number of incidents caused due to human errors
- ☐ Reduction in planned outages of changes

Section 1 of 1 Section #1

26

27

28

29

30

31

32

33

34

35

36

<

36 of 50

>

All

27

8

Question # 36

Revisit

_____ is responsible to maintain and protect Known Error Database and initiates the formal closure of all problem records

Choose the best option

- ☐ Service Delivery Manager
- ☐ Every Individual
- ☐ Project Leader
- ☐ Tower Lead

Question # 39

Revisit

The estimation method recommended by scrum is

Choose the best option

- ☐ Planning Poker
- ☐ T-Shirt Sizing
- ☐ Yesterday's Weather
- ☐ None of the above

Section 1 of 1 Section #1

31 32 33 34 35 36 37 38 39 40 41 < 40 of 50 >

All 28 11 13

Question # 40

Revisit

What happens if the offshore team members are not able to participate in the iteration demo due to time zone/infrastructure issues?

Choose the best option

- ☐ No issues. Onsite members can have the iteration demo with the Product Owner / Stakeholders. It is a single team anyway.
- ☐ Offshore members will miss the opportunity to interact with the Product Owner / Stakeholders and get the direct feedback about the increment they created.
- ☐ No major issue. Since offshore Lead and onsite members participate in the demo with the Product Owner / Stakeholders, they can cascade the feedback back to the offshore members.
- ☐ It is a loss as the offshore members will not be able to contribute to ideas related to way of working.

Section 1 of 1

Section #1

31 32 33 34 35 36 37 38 39 40 41

< 41 of 50 >

All

28

12

Question # 41

Revisit

TCS is awarded an engagement which involves managing the end-to-end IT Services (Application Development, Application Support, Infrastructure Engineering and Infrastructure Operations). There are no other vendors delivering services to the customer. The customer is facing an ISO audit for operational process. Who needs to ensure that relevant artefacts are available for the audit?

Choose the best option

- ☐ As customer is getting audited, it needs to be the customer who has to face the audit.
- ☐ As TCS is the only service provider, TCS needs to face the audit.
- ☐ TCS should not be facing audit as this is not exclusively stated activity in the contract.
- ☐ Customer should face the audit and TCS teams will be augmenting customer with relevant artefacts and procedure documents.

Section 1 of 1 Section #1

Revisit

Question # 44

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

Choose the best option

- ☐ Categorization
- ☐ Escalation
- ☐ Improvisation
- ☐ Authorization

Section 1 of 1 Section #1

Question # 42

Revisit

A scrum team often runs into following issues: Conflicting requirements from different departments, ad-hoc work requests from different business managers, no feedback on increments. What could be the most likely cause?

Choose the best option

- ☒ Issues with how Scrum Master guides the team
 - ☐ Issues with Product Owner responsibilities
 - ☐ Issues with planning abilities of development team
- Clear Response

Question # 42

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[Revisit](#)

Choose the best option

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- ☐ Issues with planning abilities of development team

Section 1 of 1

Section #1

40 41 42 43 44 45

46 47 48 49 50

< 45 of 50 >

All

28

18

Question # 45

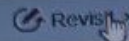
Revisit

An organization is on its path to adopt scrum as its approach to software development. It decides to convert all project managers into scrum masters. Select the statement that holds good.

Choose the best option

- ☐ It is a good strategy. The project managers already know how to run projects. They just need training on scrum.
- ☐ It will create resentment to project managers, because they will have a small team to manage.
- ☐ The organization needs to rethink on this strategy. Identifying persons who are inclined or experienced in coaching and facilitation as their leadership style is a better strategy.

Question # 45



Revisit

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- ☐ The organization needs to rethink on this strategy. Identifying persons who are inclined or experienced in coaching and facilitation as their leadership style is a better strategy.

Clear Response

Question # 46

Revisit

A few days after the sprint planning, the Product Owner finds that it makes sense to develop another new functionality. Which two of the following statements are correct?

Choose the best option(s)

- ☐ The Developers will add the new item to the Sprint Backlog.
- ☐ The Product Owner can add the new item in the product backlog. In the next sprint planning, the Product Owner can bring it up for the Developers selection.
- ☐ If the Developers agree, the Product Owner can swap an existing functionality in the current Sprint, for the new functionality.
- ☐ The Developers should obtain the Scrum Master's approval to add this to the Sprint Backlog.

Section 1 of 1 Section #1

40 41 42 43 44 45 46 47 48 49 50

< 49 of 50 >

All

28

29

Question # 49

To track the sprint progress, scrum mandates

 Revisit

Choose the best option

- ☐ Preparing sprint burn down charts
- ☐ Increasing the transparency by frequently updating the remaining work
- ☐ Earned value approach

Section 1 of 1

Section #1

Question # 48

 Revisit

A Product Owner can not send a representative (delegate) to sprint review

Choose the best option

- ☐ True
- ☐ False

Section 1 of 1 Section #1

Question # 47

Revisit

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

Choose the best option

- ☒ True
- ☐ False

Section 1 of 1 Section #1

40 41 42 43 44 45 46 47 48 49 50


< 50 of 50 >

All

28

21

Question # 50

 Revisit

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?

Choose the best option

- ☐ It is correct. Creating documents early will require constant effort to keep them updated.
- ☐ It is correct. Scrum favors less documentation and the team can defer it to the last minute.
- ☐ It is incorrect. Anything that is required for the product increment to be production ready must be part of the "Definition of Done" for the Sprint.
- ☐ All of the above.

Question # 1




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

Choose the best option

- ☐ Tell the user to open a new incident
- ☐ Re-open the incident and update user concerns in the incident
- ☐ Request user to re-open incident with valid validation and artefacts
- ☐ As the incident is closed inform the user to update concerns in feedback

Question # 2

 Revisit

Major incident review takes place after a major incident has occurred. The contents of the review document should mandatorily include:

Choose the best option

- ☐ Timelines for incident resolution
- ☐ Document who is going to own the problem and root cause
- ☐ Understand what went wrong during the major incident to ensure they are not repeated in future
- ☐ All of the above

Question # 3



Sprint longer than one calendar month may result in

Choose the best option

- ☐ Too much to inspect in short meetings
- ☐ Detached stakeholders
- ☐ Increased complexity needing more traditional controls like documentation
- ☐ All of the above

Question # 4



It has been decided that the architecture for a project will have three layers i.e., a front end UI, a middleware which will host the business logic and a database component for the storage. Which of the following team structures would you recommend for a better business outcomes?

Choose the best option

- ☐ Three teams, one for each of the layers with clear protocols and interfaces between them to improve business oriented collaboration.
- ☐ Six teams, one development and one testing for each of the layers. A central integration team to continuously integrate the work.
- ☐ Feature based teams, where each team is staffed with all the skills needed to develop the features.
- ☐ As long as the architecture is robust, team structuring does not matter.


Question # 8

Revisit

An organization needs to structure hundreds of developers into scrum teams. You as a scrum master will

Choose the best option

- ☐ Work with organization management and prepare the best structure for each scrum team based on the seniority and skills of developers
- ☐ Identify required number of scrum masters and require them to choose their scrum teams
- ☐ Facilitate awareness of developers about the goals and objectives of product development, coach them about scrum and let them work among themselves to form scrum teams

 Revisit

Scrum Master with respect to scrum artifacts is

Choose the best option

- ☐ Coach the team to increase the transparency of the artifacts
- ☐ Decide the format of the artifacts and ensures that the team follows it
- ☐ Owner of the artifacts and responsible for having them up to date

6

Revisit

that apply. The sprint review is an event that requires

Choose the best option(s)

- ☐ The Product Owner's sign-off
- ☐ Active participation of the Stakeholders invited by the Product Owner
- ☐ Transition sign-off
- ☐ Inspection and adaptation activities

Question # 9

Revisit

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

Choose the best option

- ☐ Jenkins
- ☐ Docker
- ☐ Nagios
- ☐ Collectd/Collectl

Question # 10

Revisit

Practice involved analysis of patterns of potential issues, assessment of flow volume, and resolution time taken to improve operation efficiency is

Choose the best option

- ☐ Data fix
- ☐ Change management
- ☐ Ticket Analytics
- ☐ Problem Control