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SAFe 5 Certified Member Upgrade Exam (5.0) – Question

# Which Design Thinking tool helps teams understanding what a specific user is thinking, feeling, hearing & seeing as they are the product?

* **Empathy maps**
* Customer journey maps
* Personas
* Story

# How do Lean-thinking people and Agile Teams enable Organizational Agility?

* **By optimizing business processes, evolving strategy, and quickly adapting the organization**
* By inspiring others through modelling desired behaviours
* By applying Lean system engineering to build really big system
* By aligning strategy, funding, and execution

# What is the one way Lean-Agile leaders lead by example?

* **By modelling SAFe’s Lean-Agile Mindset, values. Principles, and practices**
* By applying empathic design and focusing on Customer Centricity
* By using the SAFe Implementation Roadmap to script the way for change
* By mastering the Seven Core Competencies of the Lean Enterprise

# What are two ways empathetic design impacts Customer Centricity? (Choose Two)

* It validates the Enterprise’s Solution hypothesis
* **It motivates teams to understand and experience the Customer’s Perspective**
* **It emphasizes user research and Gemba walks**
* It supports designing for the broader market
* It enables Solution to be built based on functional needs

# When expressing Strategic Themes as objectives and key results what are the key results?

* A set of Lean Metrics used to measure the performance of the portfolio
* A set of key performance indicators that measure the performance of Value Streams
* **A set of Metrics that measures progress towards the Strategic Theme**
* A memorable description of what the portfolio wants to achieve through Strategic Themes

# Which two SAFe configurations are enough to achieve Business Agility? (Choose tew.)

* **Large Solution**
* **Essential**
* **Portfolio**
* **Full**
* Program

# Whenever an Enterprise makes a decision, it deeply considers the effect it will have on its end users. What is this statement describing?

* Agile product Delivery
* **Customer Centricity**
* Continues Integration
* Built-in Quality

# When mapping Value Streams what is often the most influential factor to long lead times?

* **Inefficient in the steps of the Value Streams**
* Low percent complete and accurate
* Long process times
* Long delays between steps