

Certified Agile Service Manager Practice Test Questions and Answers

1. What is the primary focus of Agile Service Management?

- A) Reducing service costs exclusively
- B) Delivering value through iterative service improvements
- C) Implementing waterfall methodologies
- D) Eliminating all service documentation

2. Which principle is fundamental to Agile Service Management?

- A) Following rigid processes over collaboration
- B) Customer collaboration and responding to change
- C) Comprehensive documentation over working solutions
- D) Contract negotiation over partnerships

3. In Agile Service Management, what is the recommended approach to incident resolution?

- A) Wait for complete analysis before taking action
- B) Use cross-functional teams for rapid response and learning
- C) Escalate all incidents to management first
- D) Follow only predefined resolution scripts

4. How should service improvements be prioritized in an Agile Service Management framework?

- A) Based on technical complexity only
- B) According to customer value and business impact
- C) In alphabetical order of service names
- D) Based on available budget alone

Answers: 1-B 2-B 3-B 4-B

For More Certified Agile Service Manager Questions and Answers FREE, Certified Agile Service Manager Online Prep Training, Certified Agile Service Manager Exam, Certified Agile Service Manager Study Guide, Certified Agile Service Manager Flashcards, Certified Agile Service Manager Quizzes visit:

Certified Agile Service Manager Practice Test

Practice Test Geeks © All Rights Reserved