DASA

**DEVOPS AGILE
SKILLS ASSOCIATION**

DEVOPS PRACTITIONER - MOCK EXAM

v1.0 – February 2017

EXAM DETAILS

Exam Duration	45 minutes (Additional 15 minutes for non-native English speaker)
Format of Exam (Open book/Closed book)	Closed book
No. of Questions	12 Multiple Choice Questions (MCQs)
Pass Percentage	60% (36 points out of 60 to be earned)

QUESTION SET

QUESTION 1

A company has formed DevOps teams who will work with SQL databases. These teams currently work closely with DBAs who are from the Windows platform and are responsible for SQL. Should these DBAs become part of the DevOps teams?

A. No, the DevOps teams have to focus on knowledge transfer to avoid creating too big teams.

B. No, the teams should remain separate for security reasons.

C. Yes, the DevOps teams and the DBAs are already working closely with each other.

D. Yes, only the DBAs have access to the databases.

QUESTION 2

You are a DevOps Coach in an organization. You overhear a conversation between two team members at the coffee machine. They talk about another team member that he/she will not perform very well. Consequently, it slows down the entire team in reaching the team goals.

What will you do as a DevOps Coach?

A. 1. Approach the two team members and ask them to name the underperforming team member.

2. Go to the person and have a conversation with him/her to find the cause of underperformance along with its solution.

B. 1. Approach the two team members and ask them to name the underperforming team member.

2. Tell the manager of the person to take the required actions as it is his/her responsibility to improve the performance.

C. Do nothing as a DevOps team is a self-organizing team. Therefore, they should be left alone and figure it out the solution themselves.

D. Urge the two team members to discuss the problem with the concerned person according to the rules of giving feedback and work together on a solution.

QUESTION 3

Why is Mission Command a more successful way of steering DevOps teams?

    A. It enhances product quality through discipline.

    B. It facilitates fast and effective team results through autonomy.

    C. It focuses on success.

    D. It helps finding the right solution that is most effective to deliver customer value.

QUESTION 4

Consider the following statements about the voice of customer:

- **Assertion:** Customer Value is time dependent.

- **Reason:** Requirements and wishes change over time with new insights and expectations.

Select the correct option considering the preceding assertion and reason.

    A. Assertion and Reason are correct, and Reason strongly supports Assertion.

    B. Assertion and Reason are correct, but Reason does not support Assertion.

    C. Assertion and Reason are incorrect.

    D. Assertion is incorrect, and hence Reason does not make any sense.

QUESTION 5

A process consists of the following three steps:

- Step 1: 9 seconds

- Step 2: 6 seconds

- Step 3: 10 seconds

There are 15 items in the process.

What will be the Exit Rate (ER), Work in Progress (WIP), and Process Lead Time (PLT) for the process?

   A. ER = 6 per minute, WIP = 6, PLT = 30 seconds

   B. ER = 6 per minute, WIP = 15, PLT = 150 seconds

   C. ER = 12 per minute, WIP = 10, PLT = 30 seconds

   D. ER = 12 per minute, WIP = 15, PLT = 150 seconds

QUESTION 6

What are the three aspects of behavior that help overcome the five dysfunctions of the Lencioni's model?

   A. Personal Leadership, Conflicts, and Mutual Commitment

   B. Personal Leadership, Ownership, and Role Model Behavior

   C. Personal Leadership, Trust, and Role Model Behavior

   D. Shared Responsibility, Ownership, and Role Model Behavior

QUESTION 7

What aspects will you consider when defining a purpose for a company?

1. Inspiring and Motivating

2. Broad and Clear

3. Concise Formulation

4. Achievable, Long-term Goals

Select the correct option considering the preceding aspects.

A. 1 and 2

B. 1 and 3

C. 1 and 4

D. 1 and 5

QUESTION 8

What should be the value category of refactoring?

A. VOB

B. VOC

C. VOP

D. VOR

QUESTION 9

What is the purpose of Kaizen?

    A. Detecting, analyzing, and fixing the problems

    B. Finding and solving root causes, allowing failures, and fixing these fast

    C. Finding and solving root causes and preventing problems to improve continuously

    D. Gaining insight into the workflow of a process and preventing problems to improve continuously

QUESTION 10

A DevOps team that is part of a cluster of DevOps teams in a Release Train gets a series of related incidents. They put the information together and formulate a problem. What should they do to handle the problem?

    A. The Product Owner of the team puts the problem on the Product Backlog to get prioritized.

    B. The Scrum Master relates the problem to the scrum of scrums to see which team has the time to solve the issue.

    C. The team organizes a VSM session to analyze the problem.

    D. The team puts the problem on the sprint backlog as it relates to incidents that are being reported by several customers.

QUESTION 11

How can a DevOps Leader ensure that people are open to change?

1. Let them experience the change by changing the rules of the company.

2. Inspire people with a clear vision.

3. Tell people skills, knowledge, and experience are not relevant in the new era. Therefore, they should change their attitude and behavior.

4. Empower the people even when they fail. By doing so, stimulate fast learning is stimulated.

5. Organize a training on "Change is the new stability" so that people can pick it up soon.

6. Offer them trust and support.

Select the correct option considering the preceding statements.

A. 1, 2, 3, and 4

B. 1, 2, 4, and 5

C. 2, 4, and 5

D. 2, 4, and 6

QUESTION 12

Your team is busy with the implementation of an improvement of a Kaizen Event. Unfortunately, measurements show that the chosen solution does not produce the estimated results. What will you do now?

A. Analyze the situation considering the problem, the chosen solution, measurements, and expectations. Based on the analysis, design and take the next steps.

B. Concentrate on a different problem as the measurements show that the solution is not feasible.

C. Look at the way of measuring. The type of measurement might not be appropriate to show positive results.

D. Try a different solution as the current one does not meet the expectations.

ANSWER KEY

QUESTION NO.	ANSWER	REFERENCE MODULE
1	A	Team Building
2	D	DevOps Leadership
3	B	Courage
4	A	Value – Customer Centric Action
5	B	Continuous Improvement
6	B	Team Building
7	B	DevOps Leadership
8	C	Value – Customer Centric Action
9	C	Continuous Improvement
10	A	Team Building
11	D	DevOps Leadership
12	A	Continuous Improvement