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# Question 1

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Question Type: MultipleChoice

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There are seven main areas of comparison between open source and commercial software:

1. Infrastructure
2. Availability and reliability
3. Enhancement
4. Performance and scalability
5. Person-hours of the it team
6. Maintenance and support
7. \_\_\_\_\_

When of the following BEST describes the seventh missing item?

## Options:

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- A- Security
- B- Observability
- C- Alerting
- D- Flexibility

## Answer:

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A

# Question 2

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Question Type: MultipleChoice

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A successful but traditional brick-and-mortar enterprise is planning a DevOps transformation to improve flow in their value streams. When two of the following BEST reflect the CORRECT approach when working together?

1. Avoid local optimization
2. Apply systems thinking

3. Increase task switching
4. Maximum current culture

**Options:**

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- A- 1 and 2
- B- 2 and 3
- C- 3 and 4
- D- 1 and 4

**Answer:**

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C

## Question 3

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Question Type: MultipleChoice

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Which of the following segments is included in the calculation of average mean time to repair (MTTR)?

**Options:**

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- A- The repair time only
- B- The repair and testing time
- C- The alert time only
- D- The alert and testing time

**Answer:**

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B

## Question 4

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Question Type: MultipleChoice

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Which TWO of the following BEST describe soft skills?

1. Empathy
2. Critical thinking

3. Social intelligence

4. Teamwork

Options:

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A- 1 and 2

B- 2 and 3

C- 3 and 4

D- 1 and 4

Answer:

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D

## Question 5

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Question Type: MultipleChoice

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Which of the following situations DO NOT represent unplanned work eroding capacity and decreasing productivity?

Options:

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A- A new piece of work was added to a project after it was approved which required extra resources and time to complete resulting in other work being uncompleted.

B- A scheduled and approved change to update a series of servers was completed within the scheduled time with no reported incidents reported as a result.

C- A major incident was reported that required specific subject matter experts to focus on the incident and a project. They were working on was delayed as a result.

D- A recently implemented system suffered capacity-related performance and response issues which were not experienced in the pre-release testing phase.

Answer:

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D

## Question 6

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Question Type: MultipleChoice

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In an IaaS cloud service model who is responsible for managing the visualization layer?

Options:

- A- Cloud provider
- B- Data analyst
- C- Customer representative
- D- Technical specialist

Answer:

A

## Question 7

Question Type: MultipleChoice

Which of the following is an attribute of a generative culture?

Options:

- A- Responsibilities are shirked.
- B- Failure leads to scapegoating
- C- Bridging is rewarded
- D- Novelty is crushed

Answer:

C

## Question 8

Question Type: MultipleChoice

Which of the following is NOT a result of pun?

Options:

- A- Production before a customer order
- B- Production based on a customer order
- C- Small buffer inventory
- D- Reduction of bottlenecks

Answer:

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A

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