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QUESTION 1

Engineering operational work to scale with a growing application is BEST achieved by addressing which of the following issues?

- A. Staffing levels
- B. interruptions
- C. TOII
- D. On-call rotations

Correct Answer: C

QUESTION 2

Which of the following BEST describes capacity planning?

- A. Monitoring the percentage of capacity of resources being used over a time period
- B. Activities performed to manage provider resources and provide multiple services
- C. Activates used to create a plan that manages resources to meet service demand
- D. Determining the maximum amount that any resource can accommodate or deliver

Correct Answer: D

QUESTION 3

Which of the following BEST explains how an error budget allows for a maximum change velocity?

- A. Developers can focus on pushing out feature changes until the error budget remains high.
- B. Developers must slow down feature changes in line with the percentage the budget is used.
- C. Developers focus only on new feature work versus operational work if the budget is empty.
- D. Developers rush to do development work if the budget is high and slow down when it is low.

Correct Answer: A

QUESTION 4

Kaizen is the Japanese word for continuous improvement using small incremental changes.

Which of the following BEST describes a kaizen mindset?



- A. Enthusiasm for learning and applying problem-solving techniques in order to improve performance
- B. A desire to seek out the problem, find their root cause or causes and document the lessons learned
- C. A willingness to recognize problems, prioritize them find their solutions and share lessons learned
- D. Passionate about improvement by using experimentation to identify the best-possible problem solutions

Correct Answer: B

QUESTION 5

When outages are repetitive and similar they become a form of toll.

Which of the following describes the MOST compelling reason to adopt advanced technologies and artificial intelligence (AI)?

- A. To increase reliability by reducing MTTR and MTRS
- B. To increase the mean time to repair services (MTTR)
- C. To increase the mean time to restore services (MTRS)
- D. To increase reliability and achieve perfect MTRS

Correct Answer: A

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