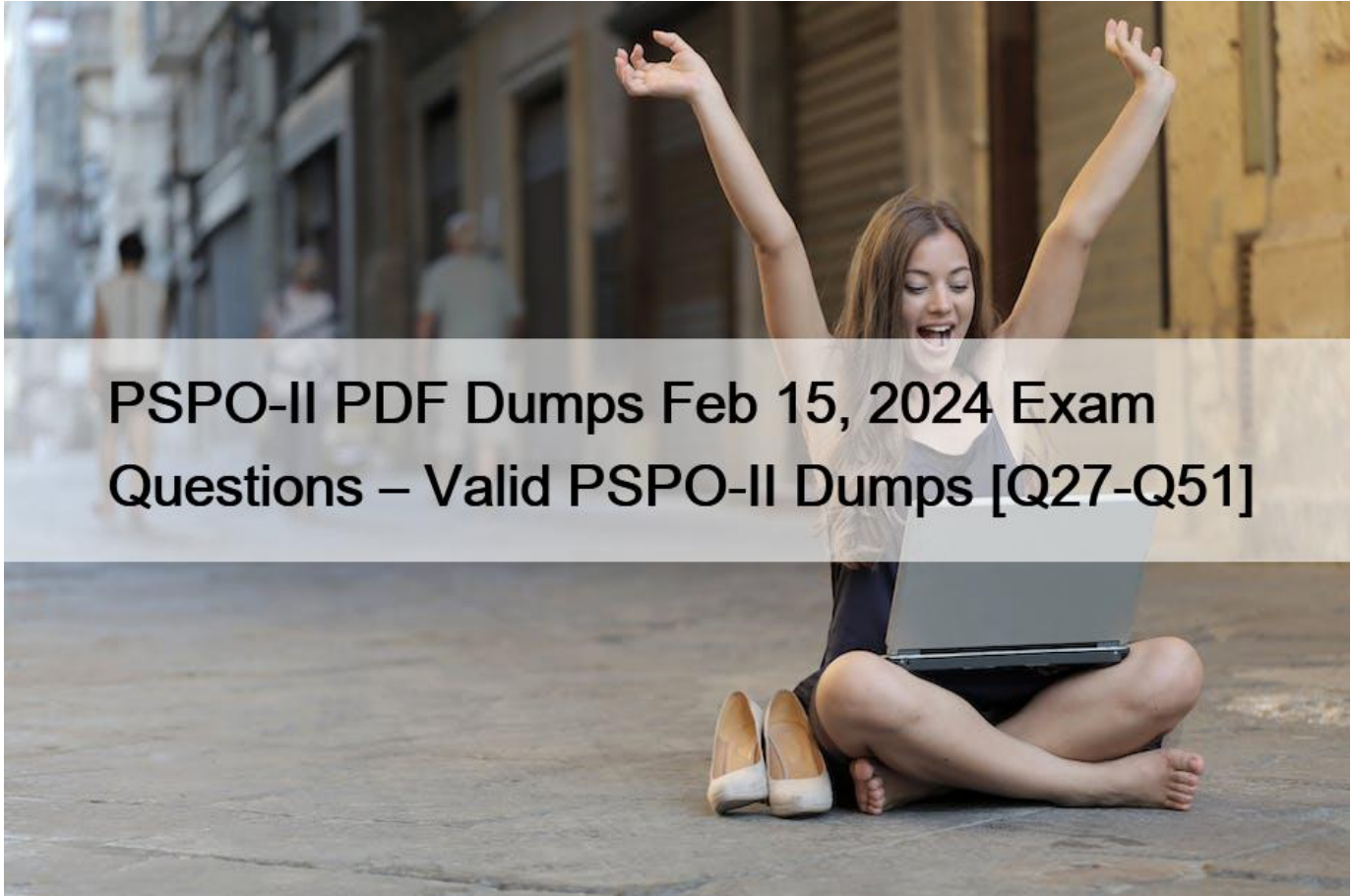


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QUESTION 27

Yasmine, a Product Owner, sees that sales for his product is declining whereas a competitor's is increasing.

Which Key Value Areas (KVA) can help Yasmine analyze and decide what to do next? (choose the best two answers)

- * Time to Market
- * Unrealized Value
- * Current Value
- * Ability to Innovate

QUESTION 28

An empirical approach is best suited to solving problems that are:

(choose the best answer)

- * Complicated, in which cause and effect requires some analysis to understand.
- * Simple, in which cause and effect is relatively direct
- * Complex, in which cause an effect are only understandable with experience
- * Chaotic, in which there is no clear relationship between cause and effect

QUESTION 29

When should the Product Owner update the project plan? (choose the best answer)

- * Before the Sprint Planning to know how much work will have to be done in the Sprint.
- * Scrum forbids having a project plan.
- * The Product Backlog is the plan in Scrum. It is updated as new information and insights emerge.
- * After the Daily Scrum to ensure an accurate daily overview of project progress.

QUESTION 30

What is typical work for a Product Owner in a Sprint?

(choose the best two answers)

- * Collaborate with stakeholders, user communities and other Product Owners.
- * Work with the Developers on Product Backlog refinement.
- * Attend every Daily Scrum to answer functional questions about the Sprint Backlog.
- * Create financial reporting upon the spent hours reported by the Developers.
- * Update the work plan for the Developers on a daily basis.

Explanation

As a Product Owner, you are accountable for maximizing the value of the product and the work of the Scrum Team. To do this, you need to collaborate with various stakeholders, user communities and other Product Owners to understand their needs, expectations and feedback, and to align them with the product vision and strategy. You also need to work with the Developers on Product Backlog refinement, which is an ongoing activity to add detail, estimates and order to Product Backlog items. This helps the Developers to understand what is valuable and feasible to deliver in the upcoming Sprints, and to plan and execute their work accordingly. These are typical and essential work for a Product Owner in a Sprint.

The other options are not typical or effective work for a Product Owner in a Sprint. Attending every Daily Scrum is not necessary, as the Daily Scrum is an event for the Developers to inspect their progress and plan their next steps. The Product Owner can attend the Daily Scrum if invited by the Developers, but should not interfere or answer questions that are not related to the Sprint Goal or the Product Backlog. Creating financial reporting upon the spent hours reported by the Developers is not a valuable activity, as it does not reflect the outcome or the value delivered by the product. It also goes against the Scrum values of trust and respect, as it implies that the Developers are not self-managing or committed to their work. Updating the work plan for the Developers on a daily basis is also not a good practice, as it undermines the autonomy and creativity of the Developers, and reduces their ability to inspect and adapt their work based on the empirical evidence. The Product Owner should not tell the Developers how to do their work, but rather focus on what is the most valuable outcome for the product.

References:

- * Professional Scrum Product Owner? II Certification
- * Understanding and Applying the Scrum Framework
- * Managing Products with Agility

QUESTION 31

Your organization requires all Increments to pass user acceptance testing (UAT) before it is allowed to be released to production.

Is it a good idea to postpone UAT until the end of the project to prevent the Developers from being disrupted during the Sprints?
(choose the best answer)

- * Yes, because UAT is done in a hardening Sprint before the release Sprint.
- * No, because the state of the Product Increment won't be transparent and the feedback loop would be too long.
- * It depends on the team's Definition of Done.
- * Yes, because the Developers is a self-organizing team and should not be disrupted during development.

QUESTION 32

Personas can help to:

(choose the best answer)

- * Understand the needs of a set of users.
- * Formulate hypotheses about product value.
- * Understand market potential.
- * Discover key buying triggers.
- * All of the above.

Personas are fictional characters that represent the different user types that might use your product or service in a similar way.

Personas can help you to:

Understand the needs of a set of users by creating empathy and insight into their goals, behaviors, and pain points.

Formulate hypotheses about product value by identifying the problems and opportunities that your product can address for each user type.

Understand market potential by estimating the size and characteristics of each user segment and their willingness to pay for your product.

Discover key buying triggers by exploring the motivations, influences, and decision-making processes of each user type.

Design and test your product features and user experience by using personas as a guide and a reference point. References:

1: [Personas & A Simple Introduction](#)

2: [The Complete Guide to User Personas and How They Can Help Your Marketing Strategy \(With Examples\)](#)

3: [Personas | Usability.gov](#)

4: [The importance of personas for digital experience](#)

5: [Personas | Definition and Overview](#)

QUESTION 33

What things might a Product Owner focus on to ensure the product is useful and delivers value? (choose all that apply)

- * Direct customers feedback.
- * Minimizing changes to project scope
- * How much of the functionality of the product is being utilized.
- * The size of the product in terms of lines of code.
- * How swiftly and easily the product can be consumed and used by the customers.

QUESTION 34

Which of the following are characteristics of a Product Goal?

(choose all that apply)

- * It communicates the target future state of the product.
- * It enhances focus.
- * It is a commitment contained in the Product Backlog.
- * It has the approval of all stakeholders.
- * It provides a long-term objective for the Scrum Team to plan against.
- * It forms a contract with the business, allowing change to be better managed.

A Product Goal is a summary statement of the desired outcome or value that the product should deliver. It communicates the target future state of the product, which is aligned with the product vision and strategy. It enhances focus by providing a clear direction and purpose for the Scrum Team and the stakeholders. It is a commitment contained in the Product Backlog, which means that it is transparent, visible, and understood by everyone involved in the product development. It provides a long-term objective for the Scrum Team to plan against, which helps them to prioritize and refine the Product Backlog items and to craft the Sprint Goals.

Option D is not correct because the Product Goal does not need to have the approval of all stakeholders. The Product Owner is accountable for the value of the product and the Product Backlog, and therefore has the authority to define and communicate the Product Goal. The Product Owner may collaborate with the stakeholders to discover and validate their needs and expectations, but does not need to seek their consensus or permission for the Product Goal.

Option F is not correct because the Product Goal is not a contract with the business, but rather a flexible and adaptable guide for the product development. The Product Goal is not fixed and immutable, but rather emergent and dynamic. It can be changed or updated as the product evolves and the market conditions change.

The Product Goal does not limit or constrain the changes that may occur during the product development, but rather enables and supports them. References:

Professional Scrum Product Owner II Assessment

Understanding and Applying the Scrum Framework

Managing Products with Agility

Scrum Guide 2020 Update - Introducing the Product Goal

The Product Goal explained

QUESTION 35

What are the accountabilities of a Tester on a Scrum Team? (choose the best two answers)

- * Checking the work of the Developers.
- * Everyone on the Scrum Team is accountable for the quality of the product.

- * Creating code coverage reports for the test manager.
- * There is no specific tester role
- * Finding bugs to assure quality

QUESTION 36

Which of the following measures might help you determine whether your product is delivering value to your customers? (choose the best answer)

- * None of the above
- * How often your customers use your product.
- * All of the above.
- * The average cost of your product release.
- * The number of Product Backlog items delivered in a release.
- * The on-schedule performance of the Scrum Team

QUESTION 37

A new market opportunity has appeared and your organization will need to react quickly. In order to capture this valuable opportunity, you must accelerate your deliveries. Some managers are proposing extending work hours, some recommend hiring more resources, the Developers suggest automating both testing and releasing efforts.

What would help guide you in solving this problem and where to focus improvements? (choose the best answer)

- * Work with HR to hire additional members while also including automation to the development effort
- * Ask the employees what their biggest struggles are
- * Analyze utilization rates of the team members in order to optimize the work effort.
- * All of the above.
- * Create a visualization of the whole process and identify any bottlenecks affecting the flow using Value Stream Mapping (VSM).

QUESTION 38

Your company is considering investing in a large agile transformation.

What should you measure to know if your initiative is successful? (choose the best answer)

- * The number of on-time, on-budget, and on-scope projects.
- * Customer outcomes.
- * All of the above.
- * Average team velocity.
- * The number of teams doing Scrum.

QUESTION 39

As Sprint Planning progresses, the workload is getting to be greater than the Developer's capacity to meet the Sprint Goal. Which actions make the most sense to take?

(choose the best two answers)

- * Potentially remove or change selected Product Backlog items.
- * The Developers ensure that the Product Owner is aware, start the Sprint and monitor progress.
- * Cancel the Sprint.
- * Start the Sprint and recruit additional Developers.
- * Ask the Developers to work overtime for this Sprint and promise that it will not happen again.

According to the Scrum Guide, the Developers are accountable for creating a plan for the Sprint, which includes selecting the Product Backlog items that they can deliver in the Sprint¹. If they realize that the workload is too high, they have two options: either reduce the scope or increase the capacity. Reducing the scope means removing or changing some of the Product Backlog items, in agreement with the Product Owner, so that the Sprint Goal can still be achieved². Increasing the capacity means adding more Developers to the team, but this is not recommended, as it can disrupt the team dynamics, lower the quality, and increase the communication overhead³. Therefore, the best actions to take are A and B, as they respect the self-organization and collaboration of the Scrum Team, and allow them to deliver a valuable and potentially releasable Increment at the end of the Sprint⁴.

QUESTION 40

Which preferred Product Owner stance helps people to align around the product vision and get people excited to join the case? (choose the best answer)

- * The Manager
- * The Influencer
- * The Subject Matter Expert
- * The Visionary

QUESTION 41

Who is accountable for creating a plan for the Sprint and adhering to the Definition of Done?

(choose the best answer)

- * The Scrum Team.
- * The Product Owner.
- * The Scrum Master.
- * The Developers.
- * All of the above.

Explanation

According to the Scrum Guide, the Developers are the people in the Scrum Team who are committed to creating any aspect of a usable Increment each Sprint. They are accountable for creating a plan for the Sprint, the Sprint Backlog, and for adhering to the Definition of Done. The Product Owner and the Scrum Master are not accountable for these activities, but they may support the Developers as needed. The Scrum Team as a whole is accountable for delivering a valuable, useful, and potentially releasable Increment each Sprint, but the Developers have the specific accountability for planning and building it. References := Scrum Guide, Understanding and Applying the Scrum Framework, Managing Products with Agility

QUESTION 42

Management has asked you for advice on which product to fund. Each product is focusing on different markets. Given the following information: -Product A has very high user satisfaction scores and high market share. -Product B has low user satisfaction scores, low market share, but is in a growing market in which no other competitor has significant market share.

Which product would you suggest funding? (choose the best answer)

- * Product B
- * Product A

QUESTION 43

Your organization's portfolio consists of several products. Management has decided to place the lead revenue generating product into maintenance mode, taper off its investment, and seek other opportunities for future growth.

What may have lead to this? (choose the best answer)

- * Your organization has stopped using Scrum
- * The organization has decided to reduce operational overhead and to focus on products that generate better Product cost Ratios.
- * The innovation rate for the product is low.
- * The product has been losing customers, revenues are down, and the Unrealized Value is low (even though the Current Value is high).

QUESTION 44

You started measuring product feature usage in your last release. You are surprised to learn that a sizable percentage of the features you thought were very important are never or rarely used.

Which of the following actions could you take to further evaluate this unexpected result?

(choose all that apply)

- * Spend more time talking to users to identify the impact they seek.
- * Disable the features that have never been used and listen for feedback.
- * Run experiments to increase your understanding of what customers find valuable.
- * Examine whether the rarely used features solve the intended problem.

Explanation

* Option A is correct because talking to users is one of the best ways to understand their needs, goals, and pain points. By spending more time with them, you can identify the impact they seek from your product and how your features align with that impact. This will help you validate your assumptions and learn from your customers¹².

* Option B is incorrect because disabling features that have never been used is a risky and potentially harmful action. It may cause frustration and confusion for the users who rely on those features, or who may want to use them in the future. It may also damage your reputation and trust with your customers. Instead of disabling features, you should seek feedback from your users and understand why they are not using them³⁴.

* Option C is correct because running experiments is a powerful way to increase your understanding of what customers find valuable. By testing different hypotheses and measuring the outcomes, you can learn from your data and evidence. You can also use experiments to validate your ideas and assumptions before investing in building features⁵.

* Option D is correct because examining whether the rarely used features solve the intended problem is a crucial step to evaluate your product performance. You should review your product vision and goals, and assess how your features contribute to them. You should also analyze the feedback and data you have collected from your users and stakeholders, and identify any gaps or mismatches between your features and their needs.

References:

- * 1: Product Backlog Management
- * 2: Stakeholders & Customers
- * 3: Product Value
- * 4: Evidence-Based Management

* 5: Product Vision

* : Forecasting & Release Planning

* : [Business Strategy](https://www

QUESTION 45

An organization is currently having difficulties delivering new releases of their products in a timely manner. When asked, the teams say that they need to share team members across different teams and products in order for a team to get their work done. At least one team needs help from a member of another team at any point in time.

Which of the following would be the most appropriate response? (choose the best answer)

- * None of the above.
- * All of the above.
- * Create project plans for each of the products to include how to coordinate between teams and team members.
- * Reduce the number of products in order to help improve focus and reduce dependencies between teams.
- * Work with HR to hire more people to increase the capacity of the teams.

QUESTION 46

The smallest product Increment that is valuable enough to release is one that:

(choose the best answer)

- * Fixes at least one defect.
- * Delivers all “must do” Product Backlog items.
- * Adds a new feature.
- * Delivers a single new or improved outcome.

QUESTION 47

What would be the best way to have multiple teams get started on a multi-product initiative? (choose the best answer)

- * Ensure that all features are assigned to the most suitable teams before getting started.
- * Let the teams know what time of reporting the business will be needing.
- * Have them start with what they have as they’ll self-organize and eventually figure out what to do.
- * Explain to them the goal of the initiative, how success will be measured, and together agree with how they will provide transparency.

QUESTION 48

True or False: Running multiple experiments on the same product at the same time helps to reduce the cost and complexity of testing new ideas.

- * False
- * True

QUESTION 49

What might indicate to a Product Owner that they need to work more with the Scrum Team?

(choose the best answer)

- * People frequently leave the Scrum Team.
- * They are not working full time with the Scrum Team.
- * The acceptance criteria for the Product Backlog items do not appear to be complete.
- * The Increment presented at the Sprint Review does not reflect their expectations.

Explanation

* Option D is the best answer because it indicates that the Product Owner and the Scrum Team are not aligned on the vision, goals, and value of the product. The Product Owner is responsible for maximizing the value of the product and the work of the Scrum Team¹. To do so, the Product Owner needs to work closely with the Scrum Team, communicate the product vision, provide clear and valuable Product Backlog items, collaborate on the Sprint Goal, and inspect and adapt the product based on feedback²³.

If the Increment presented at the Sprint Review does not reflect the Product Owner's expectations, it means that there is a gap between what the Product Owner wants and what the Scrum Team delivers.

This gap can lead to waste, rework, dissatisfaction, and missed opportunities. The Product Owner should work more with the Scrum Team to ensure that they have a shared understanding of the product and its value proposition, and that they deliver Increments that meet the Definition of Done and the acceptance criteria⁴⁵.

* Option A is not the best answer because it does not necessarily imply that the Product Owner needs to work more with the Scrum Team. People may leave the Scrum Team for various reasons, such as personal, professional, or organizational factors. While the Product Owner should care about the well-being and motivation of the Scrum Team members, and try to foster a positive and collaborative environment, the Product Owner is not accountable for the people management or the team composition¹. The Scrum Master is more likely to address the issues that cause people to leave the Scrum Team, such as impediments, conflicts, or dysfunctions.

* Option B is not the best answer because it does not necessarily imply that the Product Owner needs to work more with the Scrum Team. The Product Owner is expected to spend enough time with the Scrum Team to provide them with the necessary guidance and feedback². However, the Product Owner also has other responsibilities, such as engaging with stakeholders, customers, and users, managing the Product Backlog, validating the product value, and aligning the product strategy with the business goals¹². The Product Owner does not need to work full time with the Scrum Team, as long as they are available and accessible when needed, and they empower the Scrum Team to make decisions and self-organize .

* Option C is not the best answer because it does not necessarily imply that the Product Owner needs to work more with the Scrum Team. The acceptance criteria for the Product Backlog items are the conditions that must be met for the items to be considered done and valuable. The Product Owner is accountable for defining and communicating the acceptance criteria to the Scrum Team¹. However, the Product Owner can also collaborate with the Scrum Team and the stakeholders to refine and clarify the acceptance criteria, and to ensure that they are aligned with the Definition of Done and the Sprint Goal .

The acceptance criteria for the Product Backlog items may not appear to be complete at the beginning of the Sprint, but they can be refined and updated throughout the Sprint, as long as they do not change the scope or the value of the items. The Product Owner should work with the Scrum Team to ensure that the acceptance criteria are clear, testable, and valuable, but they do not need to work more with the Scrum Team just because the acceptance criteria are not complete at a certain point in time.

References:

- * 1: Product Owner Accountabilities
- * 2: Product Backlog Management
- * 3: Product Value

- * 4: Product Vision

- * 5: Sprint Review

- * : Scrum Master Accountabilities

- * : Stakeholders & Customers

- * : Business Strategy

- * : Definition of Done

- * : Product Backlog Refinement

- * : Sprint Planning

- * : Sprint Backlog

QUESTION 50

Who participates at the Sprint Review? (choose all that apply)

- * The Key Stakeholders
- * The Product Owner
- * The Developers
- * The Organization CEO
- * The Scrum Master

QUESTION 51

What are the attributes of a good Product Vision and Strategy? (choose all that apply)

- * It describes how the product compares to competitor products
- * It describes how the product will generate revenue
- * It describes how people will use the product to achieve outcomes.
- * It describes who will use the product and what they would like to achieve

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