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VERISME
VeriSM Essentials

Questions And Answers PDF Format:

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$Version$ = Product

Latest Version: 6.0

Question: 1

What activity is part of the Provide stage?
Response:

A. Build
B. Design
C. Improve
D. Test

Answer: C

Question: 2

How can organizational culture best be described?
Response:

A. It is a collection of common practices based on the backgrounds of all employees within an organization.
B. It is a reflection of the ethnicity of management and owners within an organization.
C. It is a culture that is exclusively defined by the leadership of an organization.
D. It is a collection of, and interaction between, the values, systems, symbols, assumptions, beliefs and habits of an organization.

Answer: D

Question: 3

What is one of the five components that should be considered in communication?
Response:

A. Delivery mechanism
B. Intention
C. Perception
D. Scope

Answer: A

Question: 4

What is covered by the activity Record in the Respond stage?
Response:

A. Capture information
B. Deliver results
C. Resolve the issue
D. Source events

Answer: A

Question: 5

The Management Mesh can only be built once the organizational governance and service management principles are understood. What else must also be developed before the Mesh is built?
Response:

A. Design specifications
B. Operational plans
C. Strategic plans
D. Tactical plans

Answer: C

Question: 6

Following the deployment of a new product or service, the service provider will provide ongoing support in its use to consumers. Which element of the VeriSM™ model describes this provision of support?
Response:

A. Define
B. Produce
C. Provide
D. Respond

Answer: D

Question: 7

Successful expectation management depends on developing a clear vision of what is expected. How can this clarity be achieved?
Response:

A. Ensure that detailed SLA documentation is available
B. Report achievement against agreed targets
C. Set boundaries and provide a structure for delivery
D. Under-promise and over-deliver

Answer: C

Question: 8

What is an objective of the Define stage in the VeriSM™ model?
Response:

A. To address activities and supporting outcomes that relate to the design of a product or service
B. To ensure the product or service is available for consumption
C. To react to service issues, inquiries and requests from the consumer
D. To take the service blueprint and perform build, test and implement activities under change control

Answer: A

Question: 9

New technology has led to changes within organizations. Which is one of these changes?
Response:

A. Services are driven by stable management practices which discourage technology innovation.
B. Services can be delivered from anywhere to anywhere.
C. Services now undergo a more rigid functional change approach within organizations.
D. Services that rely on traditional rigid management approaches are preferable to organizations.

Answer: B

Question: 10

What differentiates VeriSM™ from other IT service management approaches?
Response:

A. VeriSM™ differentiates IT from other service management practices.
B. VeriSM™ focuses on the corporate IT aspects in the organization.

C. VeriSM™ is a logical evolution to older IT service management practices.
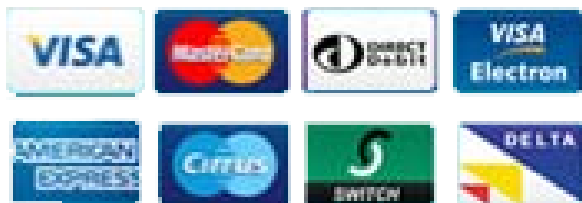D. VeriSM™ takes all organizational capabilities into account.

Answer: D

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