

Free EXIN (VERISME) Certification Sample Questions with Online Practice Test [Q17-Q34]



Free EXIN (VERISME) Certification Sample Questions with Online Practice Test VERISME Certification Study Guide Pass VERISME Fast NEW QUESTION 17

What is the main reason VeriSM re-defines traditional service management?

- * VeriSM divides service management within an organization into separate entities so all entities can work autonomously.
- * VeriSM focuses on the big picture and does not provide practices for specific organizations.
- * VeriSM incorporates new technologies and therefore helps IT departments with digital transformation.
- * VeriSM regards the entire organization as the service provider with capabilities that work together.

NEW QUESTION 18

What is the advantage of Robotic Process Automation (RPA) in service management processes?

- * RPA automates tasks and therefore will always reduce headcount.
- * RPA helps in enabling employees to perform more complex tasks.
- * RPA increases the quality of the produced products as it automates tasks.
- * RPA is a manufacturing technique which cannot be used effectively in service management.

NEW QUESTION 19

How can Agile be used to support service management?

- * Agile cannot be used as it is a project management-only practice
- * For building products and services iteratively
- * For easy acceptance of all service management practices across the entire organization
- * To build all service management processes like traditional waterfall projects

NEW QUESTION 20

Emotional intelligence defines two main competencies: personal and social.

Which two skills belong to the social competence?

- * Joining social groups and actively communicating with them
- * Knowing social media and what people or situations can influence us
- * Social awareness and relationship management
- * Social content management and using social techniques

NEW QUESTION 21

VeriSM introduces the concept of the Management Mesh. This combines the four elements of resources, management practices, environment and emerging technologies to create and deliver products and services.

In which element should frameworks such as ITIL or methodologies such as COBIT be included?

- * Emerging technologies
- * Environment
- * Management practices
- * Resources

NEW QUESTION 22

Shift Left is an approach which sees solution development, delivery and support pushed to earlier stages in their lifecycle and so gains efficiencies, cost savings and improved customer focus.

Which activity is not a feature of Shift Left?

- * Auto-correction of operational issues after they have occurred
- * Auto-detection of potential operational issues before they occur
- * Automatic incident referral to second line support
- * Self service incident diagnosis

NEW QUESTION 23

An organization wants to break out of fire-fighting mode and move to the proactive mode.

On which element(s) of the VeriSM model should the focus be first?

- * Define and Produce
- * Governance
- * Management Mesh
- * Provide and Respond

NEW QUESTION 24

How can organizational culture best be described?

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

NEW QUESTION 25

What differentiates VeriSM from other IT service management approaches?

- * VeriSM differentiates IT from other service management practices.
- * VeriSM focuses on the corporate IT aspects in the organization.
- * VeriSM is a logical evolution to older IT service management practices.
- * VeriSM takes all organizational capabilities into account.

NEW QUESTION 26

How does governance flow through an organization?

- * Via delegation from owners to a governing body, who authorize organizational capabilities to take actions to create and support the outcomes to consumers.
- * Via good planning in the higher levels of the organization, where it is critical that there is a clearly stated mission and vision with key objectives defined.
- * Via organization-wide gatherings once or twice a year, where owners/stakeholders present the mission, vision and objectives, and take feedback from employees.
- * Via performance contracts between an employee and his or her manager, making everybody responsible for part of the strategy.

NEW QUESTION 27

New technology has led to changes within organizations.

Which is one of these changes?

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

NEW QUESTION 28

What is a key benefit of cloud?

- * Enhanced internal communication
- * Increased quality of the infrastructure
- * Increased speed of infrastructure service
- * Reduced operating risks

NEW QUESTION 29

Successful expectation management depends on developing a clear vision of what is expected.

How can this clarity be achieved?

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

NEW QUESTION 30

Technology is changing fast and this provides significant challenges for service management.

What is a generic challenge identified for service management?

- * Ensuring cost is matched to budget
- * Matching expectations to business relationships
- * More complexity and less visibility
- * Service management approaches support constraints

NEW QUESTION 31

How does continuous delivery positively impact change control processes?

- * It does not impact the change control processes.
- * It impacts the processes through automated testing facilities.
- * It impacts the processes through delivering more information.
- * It impacts the processes through less rigorous change control.

NEW QUESTION 32

What is the most important element of creating a service culture?

- * Empowering the employees to make decisions on their own
- * Measuring the service culture in order to identify improvement ideas
- * Showing the consumer that they are valued by actions rather than telling them
- * Training employees and managers in good service behavior

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