

[Feb-2025 VERISME exam torrent EXIN study guide [Q19-Q43]



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The EXIN VERISME exam is designed for service management professionals, such as IT professionals, business managers, and service managers, who want to learn about the latest trends and practices in delivering high-quality services. The primary focus of the exam is to equip individuals with the knowledge and skills they need to improve organizational efficiency, minimize costs, and enhance customer satisfaction.

The VeriSM? Essentials exam is a comprehensive exam that covers a wide range of topics related to IT service management. VERISME exam consists of 40 multiple-choice questions that must be completed within 60 minutes. To pass the exam, candidates must score at least 65%. VERISME exam can be taken online or in person at an authorized testing center. Upon passing the exam, candidates will receive a VeriSM? Essentials certification, which is valid for life.

NO.19 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?

- * Define
- * Produce
- * Provide
- * Respond

NO.20 What is the first step in building a customer journey map?

- * Define
- * Investigate
- * Plan
- * Research

NO.21 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

NO.22 What is the last stage of team formation?

- * Adjourning
- * Forming
- * Performing
- * Setting-up

NO.23 What steps describe the high-level process for adapting the VeriSM model?

- * Define the stakeholders, select the processes, and implement them in the organization
- * Establish the principles, select a set of practices, create a responsive operating model
- * Investigate all practices in use, select the best set, and make these mandatory
- * Select the best management practice, focus thereon, and implement it step by step

NO.24 In Lean, different types of waste are distinguished.

What type of waste is “producing at levels of quality more than required by the customer”?

- * Inventory
- * Overdelivering
- * Overprocessing
- * Overproduction

NO.25 Which is the objective of service measurement?

- * To demonstrate compliance with laws, regulations and contractual commitments
- * To enable service providers to manage the performance capabilities of underpinning service elements
- * To enable the consumer to understand the costs of providing the service
- * To quantify and qualify the results or outcomes provided by a service

NO.26 Digital transformation requires a new approach to service management within organizations.

Where is the ownership of service management principles situated in an organization?

- * Business owns service management.
- * IT owns service management.
- * Service management is outsourced to a third-party supplier.
- * Service management is owned across the whole organization.

NO.27 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?

- * Design specifications
- * Operational plans
- * Strategic plans
- * Tactical plans

NO.28 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.

NO.29 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

NO.30 What is the first important step in the Kotter's Organizational Change Management (OCM) model?

- * Build a guiding coalition
- * Create a sense of urgency
- * Generate short-term wins
- * Institute change

NO.31 What activity is part of the Provide stage?

- * Build
- * Design
- * Improve
- * Test

NO.32 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

NO.33 What is the key activity of a leader's role?

- * Focus on results
- * Minimize risk
- * Motivate colleagues
- * Set up priorities

NO.34 What is the best description of shadow behavior?

- * A junior observing a senior by doing job-shadowing and learning on-the-job
- * Creating a tribal system where team members are overshadowed by others
- * Implementing systems or solutions without explicit organizational approval
- * IT service provisioning being so good that consumers are unaware of IT

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