EXIN VERISME

EXIN VeriSM Essentials Certification Questions & Answers

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VERISME

VeriSM Essentials
20 Questions Exam – 65% Cut Score – Duration of 30 minutes

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Discover More about the EXIN VERISME Certification

Are you interested in passing the EXIN VERISME exam? First discover, who benefits from the VERISME certification. The VERISME is suitable for a candidate if he wants to learn about Business & Service Management. Passing the VERISME exam earns you the VeriSM Essentials title.

While preparing for the VERISME exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The VERISME PDF contains some of the most valuable preparation tips and the details and instant access to useful **VERISME study materials just at one click**.

EXIN VERISME VeriSM Essentials Certification Details:

Exam Name	VeriSM Essentials
Exam Code	VERISME
Exam Price	$165 (USD)
Duration	30 mins
Number of Questions	20
Passing Score	65%
Books / Training	**VeriSM™ – What is it all about and who is it for?** **Webinar – "Asked and Answered: VeriSM Unwrapped"** **VeriSM: There's a New ITSM Good Practice Approach in Town** **VeriSM™ Global**
Schedule Exam	**Pearson VUE**
Sample Questions	**EXIN VERISME Sample Questions**
Practice Exam	**EXIN VERISME Certification Practice Exam**

EXIN VERISME Syllabus:

Topic	Details	Weights
The service organization - 15%		
Organizational context	The candidate can… - define key elements of an organization. - describe how to optimize organizational interactions.	5%
Organizational governance	The candidate can… - define the elements of organizational governance (evaluate, direct, monitor). - explain how governance flows through an organization	5%
Digital transformation	The candidate can… - define the impact of technology changes on organizations. - describe the impact of digital transformation on service management.	5%
Service culture - 10%		
Service culture	The candidate can… - define a service culture. - explain the elements of a service culture.	10%
People and organizational structure - 25%		
Organization structure	The candidate can… - define the differences between a leader and a manager. - explain the competencies of the service management professional. - list the elements of a well-functioning team	10%
Service management challenges	The candidate can… - explain methods to overcome team challenges (silos, virtual teams). - explain the challenges of managing consumers. - describe the elements of communication. - explain organizational change principles.	15%

Topic	Details	Weights
The VeriSM™ model - 50%		
The VeriSM™ model	The candidate can… - define the elements of the VeriSM™ model. - explain how VeriSM™ re-defines service management. - explain how VeriSM™ uses the Management Mesh to create and support services. - explain the elements within each of the four stages of the VeriSM™ model: • Define • Produce • Provide • Respond	50%

Broaden Your Knowledge with EXIN VERISME Sample Questions:

Question: 1

What differentiates VeriSM™ from other IT service management approaches?

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

Question: 2

What activity is part of the Provide stage?

a) Improve
b) Test
c) Design
d) Build

Answer: a

Question: 3

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?

a) Define
b) Produce
c) Provide
d) Respond

Answer: d

Question: 4

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?

a) Design specifications
b) Operational plans
c) Strategic plans
d) Tactical plans

Answer: c

Question: 5

How can organizational culture best be described?

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: 6

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

a) Deliver results
b) Capture information
c) Resolve the issue
d) Source events

Answer: b

Question: 7

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

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: 8

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

a) Scope
b) Perception
c) Intention
d) Delivery mechanism

Answer: d

Question: 9

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

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: 10

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

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

Avail the Study Guide to Pass EXIN VERISME VeriSM Essentials Exam:

- Find out about the VERISME syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the **EXIN VERISME syllabus**, it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the **VeriSM Essentials training**. Joining the EXIN provided training for this EXIN certification exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the **EXIN VERISME sample questions** and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. VERISME practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

Passing the EXIN VERISME exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the EXIN VERISME Certification

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