

EXIN VERISMP

EXIN VeriSM Professional Certification Questions & Answers

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VERISMP

[VeriSM Professional](#)

30 Questions Exam – 65% Cut Score – Duration of 90 minutes

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Discover More about the EXIN VERISMP Certification

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

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

EXIN VERISMP VeriSM Professional Certification Details:

Exam Name	VeriSM Professional
Exam Code	VERISMP
Exam Price	\$265 (USD)
Duration	90 mins
Number of Questions	30
Passing Score	65%
Books / Training	What is it that early adopter Steve Leach likes about VeriSM™ VeriSM™ - What is it all about and who is it for? VeriSM™: There's a New ITSM Good Practice Approach in Town VeriSM™ Global
Schedule Exam	Pearson VUE
Sample Questions	EXIN VERISMP Sample Questions
Practice Exam	EXIN VERISMP Certification Practice Exam

EXIN VERISMP Syllabus:

Topic	Details	Weights
A Digital World - 13.3%		
Concepts in a Digital World	The candidate can... <ul style="list-style-type: none"> - define how VeriSM™ addresses digital practices, the digital age and a digital organization. - indicate the difference between a system of record (SoR) and a system of engagement (SoE). - interpret the importance of outcomes and how the outcomes develop (Value Stream Maps), using the VeriSM™ view of 'digital'. 	6.7%
Working in a Digital Context	The candidate can... <ul style="list-style-type: none"> - define the three digital transformation approaches. - identify the characteristics of successful digital transformation programs. - recognize digital transformation options based on organizational requirements. 	6.7%
Digital Leadership and Structure - 13.3%		
Digital Leaders	The candidate can... <ul style="list-style-type: none"> - outline digital leadership characteristics, digital skills and digital awareness. - identify the sustainability of digital initiatives. 	6.7%
Organizational Structure and Culture	The candidate can... <ul style="list-style-type: none"> - differentiate between a traditional organizational hierarchy and one that embraces constant change. - develop collaboration between organizational capabilities. - explain how knowledge management enhances digital transformation. - identify which behaviors contribute to a consumer centric approach. 	6.7%

Topic	Details	Weights
Governance and Strategy - 20%		
Governance and Service Management Principles in the VeriSM™ Model	The candidate can... <ul style="list-style-type: none"> - perform EDM (evaluate, direct, monitor) activities to translate digital transformation strategy to operation. - ensure that service management principles are followed. 	20%
Applying the VeriSM™ Model - 53.3%		
Using the VeriSM™ Model	The candidate can... <ul style="list-style-type: none"> - apply the VeriSM™ model to address a new or changed product or service. - capture the current state in a Management Mesh. - identify resources, environment, management practices and technologies that support the new or changed product or service. - capture the desired state in a Management Mesh. 	30%
Setting Up the Solution in the Define Stage	The candidate can... <ul style="list-style-type: none"> - differentiate between traditional and iterative requirement gathering techniques (User stories; card, conversation, confirmation). - analyze the gap between the current state and a desired state. - propose a sourcing policy that reflects the organizational strategy and consumer need. 	16.7%
Leading the Solution through the Produce, Provide and Respond Stages	The candidate can... <ul style="list-style-type: none"> - analyze the Produce, Provide and Respond activities for conformance to organizational strategy and consumer need. 	6.7%

Broaden Your Knowledge with EXIN VERISMP

Sample Questions:

Question: 1

The board of a small, paid social media app company has said it wants to be more consumer centric, so they can achieve long-term growth.

Their main model of business is allowing individuals to do an in-app purchase that rids them of any advertisements.

Sales sees a good opportunity for growth by catering to the needs of advertisers, by creating opportunities for subtle ads, even after the consumers purchased the ads-free version of the app.

This would create a whole additional revenue stream, and, according to Sales, it would not negatively impact the user experience as the ads are very subtle.

Does implementing the subtle ads comply with the approach defined by the board?

- a) Yes, because the advertisers are valuable customers too and they will enable the company to expand their customer base.
- b) No, because this is cheating the consumer that purchased the ads-free version of the app.
- c) No, because consumer centric companies should only offer services which are not-for-profit.
- d) Yes, because the subtle ads will increase profits and achieving growth is an important priority for the board.

Answer: b

Question: 2

A large company selling posters and frames understands that they need to keep up with the competition. They are investigating how added services can enhance their current products. They decide to perform a SWOT analysis, with input from internal stakeholders to substantiate their choices.

What is the main risk regarding the outcome of the SWOT analysis?

- a) Benchmark information about their market and their competition is unavailable
- b) Benchmark information about their market is outdated and therefore misleading
- c) Stakeholders who participate in the analysis are subject to bias and subjectivity
- d) Stakeholders who participate in the analysis do not represent the whole organization

Answer: c

Question: 3

A team has difficulty collaborating, although their individual work is great. The team members do not always work at the same time and in the same place and they complain that the other team members send them too many emails. For a strategic initiative to be successful, they need to start collaborating more effectively.

What is the best way to increase collaboration in this team?

- a) Create a more positive work environment and force face-to-face meetings
- b) Have a collaboration tool installed to support the team's interactions
- c) Increase collaboration behavior by prescribing how the team collaborates
- d) Invite the team to give feedback and ask them to change their routines

Answer: b

Question: 4

True digital transformation involves the establishment and maturity of key capabilities, without which sustained competitive advantage through continual transformation will not be possible.

A large retail bank is preparing a digital transformation program of change. The bank's strategic enablers include people, critical thinking, innovation, agility, information technology and finance. These strategic enablers are missing an important capability: consumer centricity.

What is the direct risk for the bank as a consequence of lacking this strategic capability?

- a) Creating services that have less value
- b) Declining sales and market share
- c) Delivering services with poor quality
- d) Lacking consumer and employee trust

Answer: a

Question: 5

An international consultancy agency has conducted a PESTEL (Political, Economic, Social, Technological, Environmental and Legal) analysis to understand the external factors affecting their business. Several emerging and prevailing technological practices were identified that could benefit their service management capability and maturity.

In which EDM activity is this taking place?

- a) Monitor
- b) Direct
- c) Manage
- d) Evaluate

Answer: d

Question: 6

A manager has excellent technical knowledge and insights in new developments. He leads a team that provides internal services and often takes over to solve the team's problems, as he has the highest level of technical experience. The team he leads is not performing as well as expected.

What does the manager need to improve to help the team perform better?

- a) Communication skills and the ability to build strong relationships with team members
- b) Digital awareness and the ability to understand the details of the technology involved
- c) The ability to prioritize digitalization initiatives for the internal services
- d) The ability to provide autonomy and room for self-management to staff at all levels

Answer: d

Question: 7

A cinema is in the middle of a digital transformation. Instead of having their own projectors, they are transitioning to leasing a LED-based projection service that they can pay for per hour.

Some of the employees are already familiar with the new system. The CEO proposes to only let those employees who are familiar with the new system work with the new projectors.

Is this a good idea?

- a) Yes, because this allows the employees the opportunity to grow in their role and reach business targets faster and cheaper.
- b) Yes, because this will create the most value for the business and costs can be minimized by reducing the workforce.
- c) No, because all employees need to be able to work with the new system and they should be allowed to experiment alone (learning-by-doing).
- d) No, because knowledge can only help digital transformation when it is shared and enables others to do their work well.

Answer: d

Question: 8

The digital age represents a fundamental socio-economic and behavioral shift. Each individual organization will view 'the digital age' differently. Concerning digital transformation, what do all organizations need to consider?

- a) How Agile and Lean practices can be used to respond to a commercialized society
- b) How Bring Your Own Device (BYOD) can reduce the total cost of ownership (TCO)
- c) How organizations need to understand and utilize knowledge and data
- d) How the advancement of the internet impacts the security of data stored

Answer: c

Question: 9

An insurance company wants to define their consumer outcomes more clearly. They want to understand consumer expectations and identify how things can be done better.

How can Value Stream Mapping (VSM) help them?

- a) VSM disregards organizational and divisional boundaries, and instead presents cross-functional activities which show the flow of information and material between process steps.
- b) VSM compares the current state with a desired state, to determine the gaps between these two and identify the deliverables and services necessary to provide desired outcomes.
- c) VSM outputs help to define roles and responsibilities needed to achieve the organization's objectives, by examining how consumers define value and by reviewing each capability.
- d) VSM provides a disciplined, data-driven approach for eliminating variability, defects and Waste that undermine consumer value.

Answer: a

Question: 10

A car factory heavily relies on their printing service when dealing with their suppliers:

- When a load of parts arrives the invoice of the supplier is printed and attached to the load.
- In the stock room the load is checked, the parts get a bar code and are registered in the inventory system.

The printing service is getting out-of-date though and fails on a regular basis. The stock room manager wants to reduce this Waste by allowing supplier access to the online resources used by their staff, so suppliers can generate the bar codes themselves.

Which digital transformation approach is described here?

- a) A combined customer focused and future focused approach
- b) A combined operational and customer focused approach
- c) An operational approach
- d) A future focused approach

Answer: c

Avail the Study Guide to Pass EXIN VERISMP VeriSM Professional Exam:

- Find out about the VERISMP 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 VERISMP 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 Professional 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 VERISMP sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. VERISMP 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 VERISMP 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 VERISMP Certification

CertFun.Com is here with all the necessary details regarding the VERISMP exam. We provide authentic practice tests for the VERISMP exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on CertFun.Com for rigorous, unlimited two-month attempts on the [VERISMP practice tests](https://www.certfun.com/exin/verismp-exin-verism-professional), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the VeriSM Professional.

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