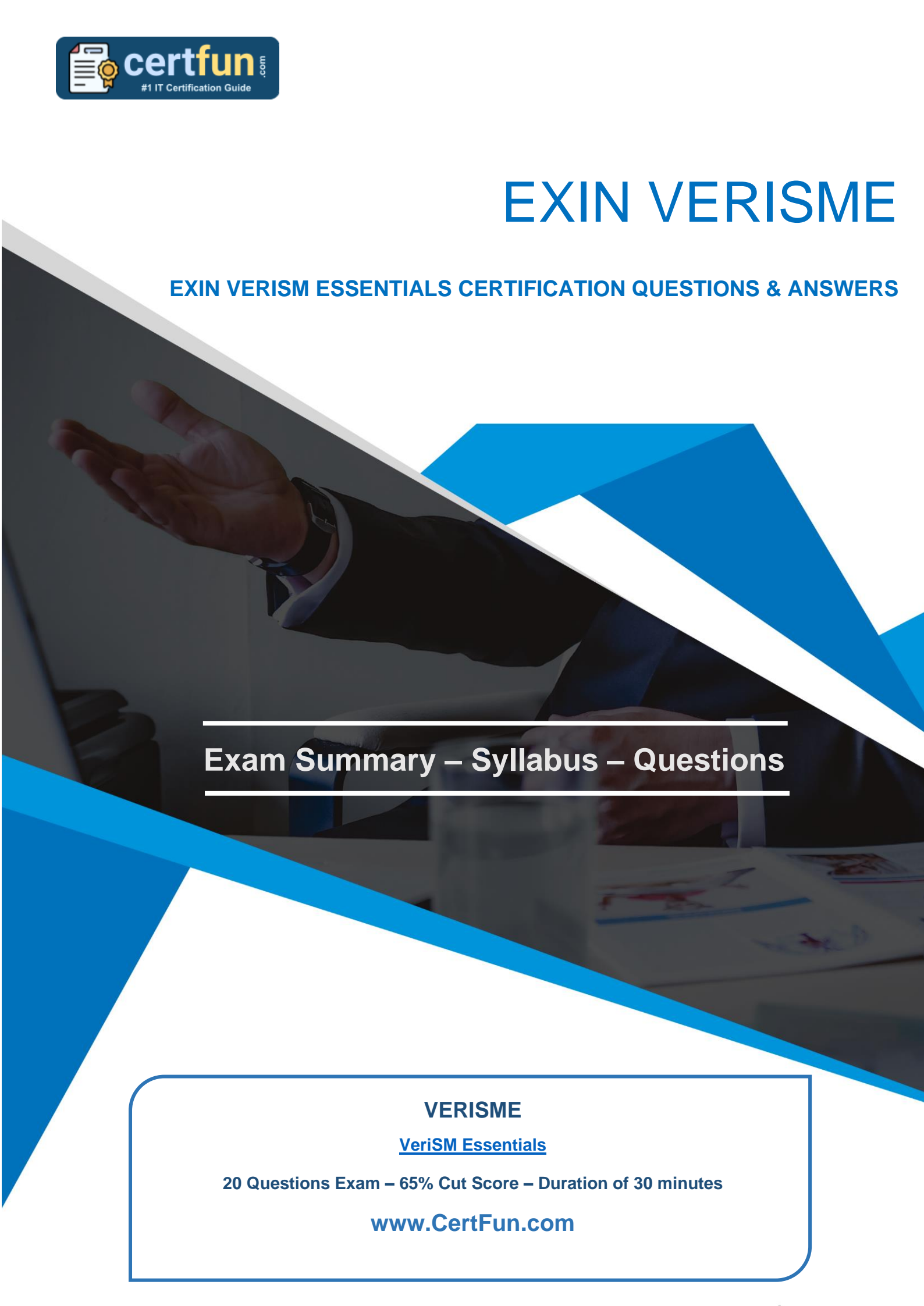


EXIN VERISME

EXIN VERISM ESSENTIALS CERTIFICATION QUESTIONS & ANSWERS



Exam Summary – Syllabus – Questions

VERISME

[VeriSM Essentials](#)

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

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Know Your VERISME Certification Well:

The VERISME is best suitable for candidates who want to gain knowledge in the EXIN Business & Service Management. Before you start your VERISME preparation you may struggle to get all the crucial VeriSM Essentials materials like VERISME syllabus, sample questions, study guide.

But don't worry the VERISME PDF is here to help you prepare in a stress-free manner.

The PDF is a combination of [all your queries like-](#)

- What is in the VERISME syllabus?
- How many questions are there in the VERISME exam?
- Which Practice test would help me to pass the VERISME exam at the first attempt?

Passing the VERISME exam makes you VeriSM Essentials. Having the VeriSM Essentials certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

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
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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.	15%

Topic	Details	Weights
	<ul style="list-style-type: none"> - describe the elements of communication. - explain organizational change principles. 	
The VeriSM™ model - 50%		
The VeriSM™ model	<p>The candidate can...</p> <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> • Define • Produce • Provide • Respond 	50%

EXIN VERISME Sample Questions:

Question: 1

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: 2

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: 3

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: 4

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

Question: 5

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: 6

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: 7

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: 8

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: 9

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: 10

What activity is part of the Provide stage?

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

Answer: a

Study Guide to Crack EXIN VeriSM Essentials

VERISME Exam:

- Getting details of the VERISME syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the VERISME exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the EXIN provided training for VERISME exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the VERISME sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on VERISME practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for VERISME Certification

Make CertFun.com your best friend during your VeriSM Essentials exam preparation. We provide authentic practice tests for the VERISME exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual VERISME exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the VERISME exam.

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