



Exin VERISMF Practice Questions

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Question 1

Question Type: MultipleChoice

Communication is a multifaceted process comprising various components. What is one of the five fundamental components that should be considered when assessing communication effectiveness?

Options:

- A- Does the efficacy of communication hinge on the chosen delivery mechanism, ensuring that the message reaches the intended audience through the most suitable channel?
- B- Is it contingent upon the underlying intention behind the communication, ascertaining whether the message aligns with the sender's objectives and motives?
- C- Does the effectiveness of communication rely on the recipient's perception and interpretation of the conveyed message, taking into account their individual perspectives and understanding?
- D- Is the scope of the message, encompassing its breadth and depth, a pivotal component to consider when evaluating the comprehensiveness of communication?

Answer:

A

Question 2

Question Type: MultipleChoice

What distinguishes VeriSM from traditional IT service management approaches?

Options:

- A- VeriSM is solely focused on IT service management.
- B- VeriSM considers all organizational capabilities and their interactions.
- C- VeriSM primarily focuses on corporate IT aspects.
- D- VeriSM offers predefined practices for specific organizational contexts.

Answer:

B

Question 3

Question Type: MultipleChoice

What element of the VeriSM model defines the management activities required to meet governance requirements by establishing boundaries and guidelines?

Options:

- A- Define
- B- Management Mesh
- C- Produce
- D- Service management principles

Answer:

D

Question 4

Question Type: MultipleChoice

What is the main aim of cloud technology adoption within an organization?

Options:

- A- To enhance internal communication
- B- To increase infrastructure quality
- C- To accelerate infrastructure service provisioning
- D- To reduce operating risks

Answer:

D

Question 5

Question Type: MultipleChoice

VeriSM introduces the innovative concept of the Management Mesh, an amalgamation of four key elements: resources, management practices, environment, and emerging technologies, designed to create and deliver products and services. In which specific element should established frameworks like ITIL or methodologies such as COBIT be seamlessly integrated?

Options:

- A- Is it most appropriately situated within the realm of 'Emerging technologies,' as these frameworks often adapt to and incorporate new technological advancements?
- B- Does it belong to the 'Environment' element, reflecting their contextual relevance and adaptability within the organizational ecosystem?
- C- Is it logically embedded within the 'Management practices' element, given that these frameworks inherently guide and shape management approaches?
- D- Does it find its rightful place within the 'Resources' element, as these frameworks provide essential guidance and structure for resource allocation and utilization?

Answer:

C

Question 6

Question Type: MultipleChoice

How does the concept of continuous delivery positively influence and impact change control processes within an organization?

Options:

- A- Does it remain entirely unaffected and unrelated to change control processes, operating in isolation?
- B- Does it influence these processes by incorporating automated testing facilities, thereby enhancing the quality and reliability of changes?
- C- Is it impactful by providing a constant stream of information, enabling more informed and data-driven change control decisions?
- D- Does it impact these processes by advocating for a less rigorous and stringent approach to change control, promoting flexibility and agility?

Answer:

B

Question 7

Question Type: MultipleChoice

In the evolution of team dynamics, what represents the final stage of team formation, and which option correctly identifies this stage?

Options:

- A- Within the intricate cycle of team development, is the concluding stage aptly referred to as 'Performing,' where the team operates at its peak efficiency and synergy?
- B- In the initial stages of team formation, does the stage known as 'Forming' encompass the establishment of the team and its initial orientation?
- C- As a precursor to peak performance, does the stage termed 'Setting-up' involve the initial preparation and organization of the team's structure and goals?
- D- When the team's objectives have been accomplished, does the final stage of 'Adjourning' entail the disbandment and conclusion of the team's collaborative efforts?

Answer:

A

Question 8

Question Type: MultipleChoice

What distinguishes VeriSM from other IT service management approaches?

Options:

- A- VeriSM separates IT from other service management practices.
- B- VeriSM concentrates exclusively on corporate IT aspects.
- C- VeriSM represents a logical evolution of older IT service management practices.
- D- VeriSM incorporates all organizational capabilities into its framework.

Answer:

D

Question 9

Question Type: MultipleChoice

In the context of orchestrating digital transformation, where exactly is the locus of ownership for the foundational principles of service management typically situated within the complex web of an organization?

Options:

- A- Delving into the intricate interplay of business and technology, does the ownership of service management principles predominantly vest in the domain of business leadership, reflecting a strategic alignment with broader organizational goals?
- B- Within the realm of IT prowess and technological stewardship, is it customary for the ownership of service management principles to be firmly anchored within the IT department, where it serves as the guiding compass for technological endeavors?
- C- Considering the outsourcing landscape, could it be posited that service management is commonly outsourced to a third-party supplier, thereby relinquishing direct organizational ownership?
- D- Embracing a holistic perspective of organizational dynamics, is it conceivable that ownership of service management principles permeates across the entire organization, transcending departmental boundaries and fostering a collaborative approach to service excellence?

Answer:

D

Question 10

Question Type: MultipleChoice

What is the core objective of service measurement within service management?

Options:

- A- To demonstrate compliance with laws, regulations, and contracts
- B- To enable service providers to manage the performance of underlying service elements
- C- To enable consumers to comprehend the costs of service provision
- D- To quantify and qualify the results or outcomes delivered by a service

Answer:

D



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