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## VERISME Exam

### VeriSM Essentials

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# Version: 4.0

## Question: 1

What is the best description of shadow behavior?

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

**Answer: B,C**

## Question: 2

How does governance flow through an organization?

A. Via delegation from owners to a governing body, who authorize organizationalcapabilitiesto take actions to create and support the outcomes to consumers.
B. Via good planning in the higher levels of the organization, where it is critical that there is a clearly stated mission and vision with key objectives defined.
C. Via organization-wide gatherings once or twice a year, where owners/stakeholders present the mission, vision and objectives, and take feedback from employees.
D. Via performance contracts between an employee and his or her manager, making everybody responsible for part of the strategy.

**Answer: A**

## Question: 3

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: 4

Digital transformation requires a new approach to service management within organizations. Where is the ownership of service management principles situated in an organization?

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

**Answer: D**

## 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**

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