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Question: 1

There is a challenge that teams may operate in silos. What is a recommendation that management should do to overcome this challenge?
Response:

A. Implement one-on-one meetings between team members
B. Provide team-building activities for each team
C. Reward teams who achieve their goals ahead of target
D. Share information on the organization's strategies

Answer: D

Question: 2

What is the best description of shadow behavior?
Response:

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: C

Question: 3

How does governance flow through an organization?
Response:

A. Via delegation from owners to a governing body, who authorizes organizational capabilities 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.

Question: 4

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

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

Question: 5

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

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.

Question: 6

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

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.

Question: 7

Why is testing an important part of the Produce stage?
Response:

A. To define risk criteria and the risk appetite of an organization
B. To ensure that the product or service meets the requirements set
C. To ensure that the organization's requirements are in line with its strategy
D. To ensure an organization's architecture is appropriate

Answer: B

Question: 8

Which element of the VeriSM™ model defines the management activities or practices necessary to meet the governance requirements by providing guardrails or boundaries?
Response:

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

Answer: D

Question: 9

Emotional intelligence defines two main competencies: personal and social. Which two skills belong to the social competence?
Response:

A. Joining social groups and actively communicating with them
B. Knowing social media and what people or situations can influence us
C. Social awareness and relationship management
D. Social content management and using social techniques

Answer: C

Question: 10

VeriSM™ introduces the concept of the Management Mesh. This combines the four elements of resources, management practices, environment, and emerging technologies to create and deliver products and services.
In which element should frameworks such as ITIL or methodologies such as COBIT be included?
Response:

A. Emerging technologies
B. Environment
C. Management practices
D. Resources

Answer: C

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