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Question: 1

What activity is part of the Provide stage?

Response:

- A. Build
- B. Design
- C. Improve
- D. Test

Answer: C

Question: 2

How can organizational culture best be described?

Response:

- 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: 3

What is one of the five components that should be considered in communication?

Response:

- A. Delivery mechanism
- B. Intention
- C. Perception
- D. Scope

Answer: A

Question: 4

What is covered by the activity Record in the Respond stage?

Response:

- A. Capture information
- B. Deliver results
- C. Resolve the issue
- D. Source events

Answer: A

Question: 5

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?

Response:

- A. Design specifications
- B. Operational plans
- C. Strategic plans
- D. Tactical plans

Answer: C

Question: 6

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?

Response:

- A. Define
- B. Produce
- C. Provide
- D. Respond

Answer: D

Question: 7

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

Answer: C

Question: 8

What is an objective of the Define stage in the VeriSM™ model?

Response:

- 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: 9

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.

Answer: B

Question: 10

What differentiates VeriSM™ from other IT service management approaches?

Response:

- 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

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