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## Q&A

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**Exam** : **VERISME**

**Title** : **VeriSM Essentials**

**Version** : **DEMO**

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

2.How does governance flow through an organization?

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

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

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

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