Question 1

Question Type: MultipleChoice

An organization wants to break out of fire-fighting mode and move to the proactive mode.

On which element(s) of the VeriSM model should the focus be first?

Options:

A- Define and Produce

B- Governance

C- Management Mesh

D- Provide and Respond

Answer:

A

Question 2

Question Type: MultipleChoice

What is the advantage of Robotic Process Automation (RPA) in service management processes?

Options:

A- RPA automates tasks and therefore will always reduce headcount.

B- RPA helps in enabling employees to perform more complex tasks.

C- RPA increases the quality of the produced products as it automates tasks.

D- RPA is a manufacturing technique which cannot be used effectively in service management.

Answer:

B

Question 3

Question Type: MultipleChoice

An organization decides to use a SaaS solution to control their new Internet of Things (IoT) monitoring devices.

What is most important to consider from a service management point of view?

Options:

A- A key requirement is that IoT devices have unique identifiers and IP addresses.

B- IoT services provide better behavior tracking to support real-time marketing.

C- It is an outsourced service, so no specific considerations are required.

D- The guardrails for the services must be respected also for SaaS solutions.

Answer:

D

Question 4

Question Type: **MultipleChoice**

What is a key benefit of cloud?

Options:

A- Enhanced internal communication

B- Increased quality of the infrastructure

C- Increased speed of infrastructure service

D- Reduced operating risks

Answer:

D

Question 5

Technology is changing fast and this provides significant challenges for service management.

What is a generic challenge identified for service management?

Options:

A- Ensuring cost is matched to budget

B- Matching expectations to business relationships

C- More complexity and less visibility

D- Service management approaches support constraints

Question 6

Question Type: MultipleChoice

How does continuous delivery positively impact change control processes?

Options:

A- It does not impact the change control processes.

B- It impacts the processes through automated testing facilities.

C- It impacts the processes through delivering more information.

D- It impacts the processes through less rigorous change control.

Question 7

Question Type: MultipleChoice

What is the first step in building a customer journey map?

Options:

A- Define

B- Investigate

C- Plan

D- Research

Answer:

A

Question 8

Shift Left is an approach which sees solution development, delivery and support pushed to earlier stages in their lifecycle and so gains efficiencies, cost savings and improved customer focus.

Which activity is not a feature of Shift Left?

Options:

A- Auto-correction of operational issues after they have occurred

B- Auto-detection of potential operational issues before they occur

C- Automatic incident referral to second line support

D- Self service incident diagnosis

Answer:

C

Question 9

In Lean, different types of waste are distinguished.

What type of waste is ''producing at levels of quality more than required by the customer''?

Options:

A- Inventory

B- Overdelivering

C- Overprocessing

D- Overproduction

Answer:

C

Question 10

Question Type: **MultipleChoice**

What is the third layer between consumer and provider in Service and Integration Management (SIAM)?

Options:

A- Service advocate

B- Service installer

C- Service integrator

D- Service manager

Answer:

C