Free Questions for VERISMF by certscare

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Question 1

Question Type: MultipleChoice

How does DevOps advance and enhance service management practices within an organization?

Options:

A- DevOps serves as the foundational framework for all service management practices.

B- DevOps shifts service management practices earlier in the development pipeline, making them more efficient.

C- DevOps is exclusively for developing new products and services and does not impact existing practices.

D- DevOps is newer than service management and does not contribute to its advancement.

Answer:

B

Question 2

Question Type: MultipleChoice

In a rapidly growing organization seeking to minimize the costs of fixing errors resulting from late discovery of integration and test errors, which management practice is most suitable to address this challenge?

Options:

A- Agile

B- Customer Experience/User Experience (CX/UX)

C- Lean

D- Service Integration and Management (SIAM)

Answer:

C

Question 3

Question Type: **MultipleChoice**

What is the core objective of service measurement within service management?

Options:

A- To demonstrate compliance with laws, regulations, and contracts

B- To enable service providers to manage the performance of underlying service elements

C- To enable consumers to comprehend the costs of service provision

D- To quantify and qualify the results or outcomes delivered by a service

Answer:

D

Question 4

Question Type: MultipleChoice

In the VeriSM model, during which process does the "Define" stage produce a definition of what constitutes good service?

Options:

A- Creating the service blueprint

B- Creating the solution

C- Defining consumer needs

D- Gathering requirements

Answer:

D

Question 5

Question Type: MultipleChoice

What are the high-level steps for adapting the VeriSM model to suit organizational needs?

Options:

A- Define stakeholders, select processes, and implement them

B- Establish principles, select practices, create a responsive operating model

C- Investigate all practices, select the best set, and make them mandatory

D- Select the best management practice, focus on it, and implement it step by step

Answer:

B

Question 6

Question Type: MultipleChoice

What does the "Record" activity in the "Respond" stage of VeriSM primarily involve?

Options:

A- Capturing information

B- Delivering results

C- Resolving issues

D- Sourcing events

Answer:

A

Question 7

Question Type: MultipleChoice

What activity is a key part of the "Provide" stage in VeriSM?

Options:

A- Building

B- Designing

C- Improving

D- Testing

Answer:

C

Question 8

Question Type: MultipleChoice

Why is testing an important component of the "Produce" stage in VeriSM?

Options:

A- To define risk criteria and risk appetite within the organization

B- To ensure alignment with established requirements

C- To validate the organization's strategic goals

D- To assess the adequacy of organizational architecture

Answer:

B

Question 9

Question Type: MultipleChoice

What additional element must be developed alongside organizational governance and service management principles before constructing the Management Mesh in VeriSM?

Options:

A- Design specifications

B- Operational plans

C- Strategic plans

D- Tactical plans

Answer:

A

Question 10

Question Type: **MultipleChoice**

Before building the Management Mesh in VeriSM, what else must be developed first?

Options:

A- Design specifications

B- Operational plans

C- Strategic plans

D- Tactical plans

Answer:

C

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