Free Questions for VERISME

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Question 1

Question Type: MultipleChoice

How does DevOps advance service management practices?

Options:

A- DevOps advances service management practices by shifting them to the left, making them leaner.

B- DevOps sets up the principles for service management practices.

C- DevOps should be used only to develop new products and services.

D- DevOps was established later than service management and therefore does not advance service management practices

Answer:

A

Question 2

Question Type: MultipleChoice

How can Agile be used to support service management?

Options:

A- Agile cannot be used as it is a project management-only practice

B- For building products and services iteratively

C- For easy acceptance of all service management practices across the entire organization

D- To build all service management processes like traditional waterfall projects

Answer:

B

Question 3

Question Type: MultipleChoice

An organization is growing rapidly and therefore wants to reconsider all their processes. They find that testing is too risky. They want to minimize costs of fixing errors resulting from late discovery of integration and test errors. Which management practice would best address this issue?

Options:

A- Agile

B- CX/UX

C- Lean

D- SIAM

Answer:

C

Question 4

Question Type: **MultipleChoice**

Which is the objective of service measurement?

Options:

A- To demonstrate compliance with laws, regulations and contractual commitments

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

C- To enable the consumer to understand the costs of providing the service

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

Answer:

D

Question 5

Question Type: MultipleChoice

The Define stage of the VeriSM model produces a definition of what good service looks like.

During which process does this activity take place?

Options:

A- Create the service blueprint

B- Create the solution

C- Define consumer needs

D- Gather requirements

Answer:

D

Question 6

Question Type: MultipleChoice

What steps describe the high-level process for adapting the VeriSM model?

Options:

A- Define the stakeholders, select the processes, and implement them in the organization

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

C- Investigate all practices in use, select the best set, and make these mandatory

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

Answer:

B

Question 7

Question Type: MultipleChoice

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

Options:

A- Capture information

B- Deliver results

C- Resolve the issue

D- Source events

Answer:

A

Question 8

Question Type: MultipleChoice

What activity is part of the Provide stage?

Options:

A- Build

B- Design

C- Improve

D- Test

Answer:

C

Question 9

Question Type: MultipleChoice

Why is testing an important part of the Produce stage?

Options:

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 10

Question Type: **MultipleChoice**

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

Options:

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

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