



Sample Exam

Edition 201803

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Introduction

This is the sample exam VeriSM™ Plus (VERISMPL.EN). The Rules and Regulations for EXIN's examinations apply to this exam.

This exam consists of 20 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 20. Each correct answer is worth one point. If you obtain 13 points or more you will pass.

The time allowed for this exam is 30 minutes.

Good luck!

Sample Exam

1 / 20

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.

2 / 20

What is the key activity of a leader's role?

- A) Focus on results
- B) Minimize risk
- C) Motivate colleagues
- D) Set up priorities

3 / 20

Emotional intelligence defines two main competencies: personal and social.

Which two skills belong to the social competence?

- A) Joining social groups and actively communicating with them
- B) Knowing social media and what people or situations can influence us
- C) Social awareness and relationship management
- D) Social content management and using social techniques

4 / 20

What is the **last** stage of team formation?

- A) Adjourning
- B) Forming
- C) Performing
- D) Setting-up

5 / 20

What is the **main** reason VeriSM™ re-defines traditional service management?

- A) VeriSM™ divides service management within an organization into separate entities so all entities can work autonomously.
- B) VeriSM™ focuses on the big picture and does not provide practices for specific organizations.
- C) VeriSM™ incorporates new technologies and therefore helps IT departments with digital transformation.
- D) VeriSM™ regards the entire organization as the service provider with capabilities that work together.

6 / 20

Why is testing an important part of the Produce stage?

- 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

7 / 20

What activity is part of the Provide stage?

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

8 / 20

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

- 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

9 / 20

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

During which process does this activity take place?

- A) Create the service blueprint
- B) Create the solution
- C) Define consumer needs
- D) Gather requirements

10 / 20

Which is the objective of service measurement?

- 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

11 / 20

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?

- A) Agile
- B) CX/UX
- C) Lean
- D) SIAM™

12 / 20

How can Agile be used to support service management?

- 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

13 / 20

How does DevOps advance service management practices?

- 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.

14 / 20

In Lean, different types of waste are distinguished.

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

- A) Inventory
- B) Overdelivering
- C) Overprocessing
- D) Overproduction

15 / 20

What is an example of User Experience (UX)?

- A) Complaint handling
- B) Customer service
- C) Support experience
- D) User interface

16 / 20

How does continuous delivery **positively** impact change control processes?

- 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.

17 / 20

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

What is a generic challenge identified for service management?

- 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

18 / 20

What is a **key** benefit of cloud?

- A) Enhanced internal communication
- B) Increased quality of the infrastructure
- C) Increased speed of infrastructure service
- D) Reduced operating risks

19 / 20

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?

- 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.

20 / 20

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**?

- A) Define and Produce
- B) Governance
- C) Management Mesh
- D) Provide and Respond

Answer Key

1 / 20

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.
-
- A) Incorrect. Although stability is still important, the speed of technology change requires greater innovation, not less.
 - B) Correct. New innovative technologies have allowed services to be delivered from anywhere, to anywhere. (Literature: A, Chapter 3.1)
 - C) Incorrect. Agile approaches provide the desired flexibility, rather than rigid management.
 - D) Incorrect. Organizations are looking for more Agile and flexible approaches to service management, to cater for a fast changing environment.

2 / 20

What is the key activity of a leader's role?

- A) Focus on results
 - B) Minimize risk
 - C) Motivate colleagues
 - D) Set up priorities
-
- A) Incorrect. This is a key activity of the role of a manager.
 - B) Incorrect. This is a key activity of the role of a manager.
 - C) Correct. This activity is a key characteristic that is connected with the role of a leader in VeriSM™. Other key characteristics are empower and inspire. (Literature: A, Chapter 5.1)
 - D) Incorrect. This is a key activity of a Product Owner in a Scrum project.

3 / 20

Emotional intelligence defines two main competencies: personal and social.

Which two skills belong to the social competence?

- A) Joining social groups and actively communicating with them
 - B) Knowing social media and what people or situations can influence us
 - C) Social awareness and relationship management
 - D) Social content management and using social techniques
- A) Incorrect. Joining social groups and communication between group members are activities not skills.
- B) Incorrect. Knowing social media is not enough to express it as a skill. Knowing what people and situations can influence ourselves is a skill that belongs to the personal competence.
- C) Correct. Social awareness and relationship management are two skills defined by Travis Bradberry and Jean Greaves in their work "Emotional Intelligence 2.0". (Literature: A, Chapter 5.3)
- D) Incorrect. Social content management and using social techniques are not skills. Techniques are the use of specific tools, a set of rules of conduct, and skills are immanent, acquired during the learning process and growth. Techniques are how to do something, skills are how to know and understand something.

4 / 20

What is the **last** stage of team formation?

- A) Adjourning
 - B) Forming
 - C) Performing
 - D) Setting-up
- A) Correct. This is the last stage in the formation of a team. It is when group tasks are complete and the team disbands. The other four stages are forming, storming, norming, and performing. (Literature: A, Chapter 5.7.1)
- B) Incorrect. This is the first stage in a team formation. It focuses on getting to know each other and understand the purpose of the team.
- C) Incorrect. This is the fourth stage in the formation of a team. During this stage relationships, team practices and effectiveness are synced and the real work of the team is now progressing.
- D) Incorrect. This is not a stage in a team formation.

5 / 20

What is the **main** reason VeriSM™ re-defines traditional service management?

- A) VeriSM™ divides service management within an organization into separate entities so all entities can work autonomously.
 - B) VeriSM™ focuses on the big picture and does not provide practices for specific organizations.
 - C) VeriSM™ incorporates new technologies and therefore helps IT departments with digital transformation.
 - D) VeriSM™ regards the entire organization as the service provider with capabilities that work together.
-
- A) Incorrect. VeriSM™ has a holistic view for the whole organization and it does not separate an organization into entities.
 - B) Incorrect. VeriSM™ provides a Mesh to personalize service management for a specific organization.
 - C) Incorrect. This is true, but not the main reason why it re-defines service management.
 - D) Correct. This is the key differentiator between VeriSM™ and ITSM. (Literature: A, Chapter 9.2)

6 / 20

Why is testing an important part of the Produce stage?

- 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
-
- A) Incorrect. The organizational appetite for risk is the responsibility of governance structures and risk criteria associated to a product or service are defined during the Define stage. Testing needs to make sure that the introduction of a new or changed service or product meets the requirements set with regards to risk and not to define what these requirements are.
 - B) Correct. Testing needs to ensure that the product or service meets the requirements set in the Define stage. This may include a number of tests that checks, for instance, if the product or service will meet the stakeholder needs that prompted the development of the product or service. Checking whether a service or product meets requirements set in the Define stage normally include activities like testing functionality, usability, technical compatibility etcetera, but testing should also ensure that the product or service enables business outcomes and facilitate the realization of business value. (Literature: A, Chapter 7 and Chapter 12.5)
 - C) Incorrect. Validating whether organizational requirements support the organization's strategy is the responsibility of the governing body and management and not the objective of testing. However, the VeriSM™ model may provide valuable feedback to management and governance structures to that end.
 - D) Incorrect. Evaluating the appropriateness of organizational architecture is a management activity. Testing should ensure that products and services are aligned with the defined organizational architecture and not the other way around.

7 / 20

What activity is part of the Provide stage?

- A) Build
 - B) Design
 - C) Improve
 - D) Test
- A) Incorrect. Build is a part of the Produce stage of the VeriSM™ Model. Build turns the service blueprint produced in the Define stage into actionable plans and then into action that produce the new or changed service.
- B) Incorrect. It is not a part of the Provide stage.
- C) Correct. Improve is an activity of the Provide stage of the VeriSM™ model. Improve includes maintenance and improvement activities. (Literature: A, Chapter 13.2)
- D) Incorrect. Test is part of the Produce stage and ensures that the product or service is tested according to the designed plans. These tests should cover a variety of circumstances and will be based on organizational governance.

8 / 20

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

- 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
- A) Incorrect. These activities have nothing to do with the adaption of the VeriSM™ model. Adapting means that first principles, practices and an operating model need to be established.
- B) Correct. These are the steps in adapting the VeriSM™ model. (Literature: A, Chapter 15.1)
- C) Incorrect. VeriSM™ works with a Mesh, containing more practices. Adapting means that in addition to selecting practices, principles and an operating model need to be established.
- D) Incorrect. VeriSM™ is not about selecting one practice, but about using the required practices together. Adapting means that principles, any new management practices and an operating model need to be established.

9 / 20

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

During which process does this activity take place?

- A) Create the service blueprint
 - B) Create the solution
 - C) Define consumer needs
 - D) Gather requirements
- A) Incorrect. The service blueprint is the guiding document for the Produce stage. It contains a detailed specification of the service: the service level requirements, the support model as well as the measurements and reporting as agreed in the requirements gathering stage. (Literature: A, Chapter 11.6)
- B) Incorrect. This is the process where the design is constructed including the method of measuring good performance for availability, capacity, continuity and security. (Literature: A, Chapter 11.5)
- C) Incorrect. This is too early in the process. Consumer needs are often established in a business case, the approval of which then triggers further activities which result in performance measures being included in the service blueprint. (Literature: A, Chapter 11.3)
- D) Correct. During the requirements gathering process the functional and non-functional requirements are established (including what good performance looks like). This drives the construction of the appropriate measures and reporting. (Literature: A, Chapter 11.4)

10 / 20

Which is the objective of service measurement?

- 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
- A) Incorrect. Compliance is one of the four service measurement considerations which helps enable management of the service. It is not the overall objective of measurement.
- B) Incorrect. Whilst these measures are important for service providers, they are not of interest to consumers and do not reflect a holistic view of service measurement.
- C) Incorrect. Understanding the cost of providing service is important to the service provider rather than the consumer. Consumers are more interested in the cost of consumption and the value they derive from the service.
- D) Correct. Measuring a service begins by understanding the service and the consumer and how the consumer receives the value of the service. Measurement (and reporting) is the means by which value is demonstrated to the consumer. (Literature: A, Chapter 10.4.4.1)

11 / 20

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?

- A) Agile
- B) CX/UX
- C) Lean
- D) SIAM

- A) Incorrect. Agile includes the ability to think quickly, solve problems and have new ideas. An Agile organization would be fast moving, flexible and robust, capable of rapid responses to unexpected challenges, events and opportunities. Therefore Agile will not be the best management practice to address this issue.
- B) Incorrect. CX/UX is the relationship between the consumers of products and services and the organization that produces them. This management practice will not address the costs associated with testing issues.
- C) Correct. Both Lean and Continuous Delivery improve minimizing delays associated with testing efforts. They both also minimize testing risks and find integration and test errors before they become too expensive to fix. (Literature: A, Chapter 16.1)
- D) Incorrect. SIAM focuses on defining a set of principles, practices and approaches used to manage, integrate, govern and coordinate the delivery of services from multiple service providers. SIAM does not specifically focus on minimizing costs associated with testing efforts.

12 / 20

How can Agile be used to support service management?

- 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

- A) Incorrect. Agile practices can be used not only in project management but also in business-as-usual activities and in service management.
- B) Correct. Iteratively building products and services follows Agile techniques. (Literature: A, Chapter 17.6)
- C) Incorrect. Agile promotes an iterative approach of introducing change step by step; gaining ongoing acceptance of service management practices in entire organization is continuous process.
- D) Incorrect. Agile practices promote the building of services and products iteratively, whereas waterfall does not focus on iterative building.

13 / 20

How does DevOps advance service management practices?

- 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.
-
- A) Correct. DevOps can advance service management practices by shifting them to the left, making them leaner and automating service management activities. (Literature: A, Chapter 18.7)
 - B) Incorrect. DevOps cannot set up principles as they are an inherent part of service management.
 - C) Incorrect. DevOps can be used to create new products and services as well as improving existing ones.
 - D) Incorrect. It does not matter DevOps was established later because it can influence existing service management practices by involving people, development, operations, quality and testing.

14 / 20

In Lean, different types of waste are distinguished.

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

- A) Inventory
 - B) Overdelivering
 - C) Overprocessing
 - D) Overproduction
-
- A) Incorrect. This type of waste is described as excess products and materials that are not being used.
 - B) Incorrect. This type of waste does not exist in Lean.
 - C) Correct. This is the description of overprocessing. (Literature: A, Chapter 20.7)
 - D) Incorrect. This type of waste is described as creating more output than is needed and before it is needed.

15 / 20

What is an example of User Experience (UX)?

- A) Complaint handling
- B) Customer service
- C) Support experience
- D) User interface

- A) Incorrect. This is an example of Customer Experience (CX) and not of User Experience (UX). Complaint handling relates to the responsiveness of the organization to complaints and thus relates to the relationship between the consumers and the organization.
- B) Incorrect. This is an example of Customer Experience (CX) and not of User Experience (UX). It relates to the relationship between the consumers and the organization.
- C) Incorrect. This is an example of Customer Experience (CX) and not of User Experience (UX). It relates to the relationship between the consumers and the organization.
- D) Correct. This is example of User Experience. User interface is one of the technical components of Customer experience and therefore is an example of UX. (Literature: A, Chapter 22.1)

16 / 20

How does continuous delivery **positively** impact change control processes?

- 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.

- A) Incorrect. Continuous delivery may positively impact change control processes by automation of the integration and testing process without human intervention or discussion.
- B) Correct. Continuous delivery may impact change control process through the elimination of human intervention/human factor or discussion. (Literature: A, Chapter 23.7)
- C) Incorrect. Adding more information means longer decision-making. This can negatively impact change control processes and not eliminate human errors.
- D) Incorrect. A less rigorous change control process can impact more human failures and may negatively impact the whole process.

17 / 20

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

What is a generic challenge identified for service management?

- 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
- A) Incorrect. Ensuring cost is matched to budget is not one of the identified challenges for service management.
- B) Incorrect. The challenge is to match expectations to reality, not to the relationships within the organization.
- C) Correct. A recognized challenge is that emerging technologies and access to new technology can make the service provider's environment more complex. (Literature: A, Chapter 25.1)
- D) Incorrect. Service management approaches need to support the organization, not the constraints.

18 / 20

What is a **key** benefit of cloud?

- A) Enhanced internal communication
 - B) Increased quality of the infrastructure
 - C) Increased speed of infrastructure service
 - D) Reduced operating risks
- A) Incorrect. Using cloud for the infrastructure will not have an impact on your ability to communicate internally. Using cloud may lead to benefits like reduced operating risks, quick provisioning of hardware and software resources, and increasing the ability to pay as you go.
- B) Incorrect. Although putting infrastructure in the cloud may result in better quality, it is not a given. If there is a good internal infrastructure setup to begin with, you cannot expect an increase in quality merely by lifting it to the cloud. Using cloud may lead to benefits like reduced operating risks, quick provisioning of hardware and software resources, and increasing the ability to pay as you go.
- C) Incorrect. Although you may experience higher speed of infrastructure service, this will only happen if your internal infrastructure was slow to begin with. If you have fast and efficient infrastructure service already, you cannot expect an improvement on this factor, merely by putting your infrastructure in the cloud. Using cloud may lead to benefits like reduced operating risks, quick provisioning of hardware and software resources, and increasing your ability to pay as you go.
- D) Correct. The complexities of managing infrastructure servers, storage and applications are handled by the cloud provider allowing organizations to focus on core activities instead of IT technical tasks. (Literature: A, Chapter 25.2)

19 / 20

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?

- 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.
- A) Incorrect. This is a valid technical requirement, but not important from a service management view.
B) Incorrect. This is a benefit that IoT services provide, but not important from a service management view.
C) Incorrect. The service management principles apply for all services.
D) Correct. The guardrails are overall principles for all services, outsourced or not. (Literature: A, Chapter 1.4 and 25.6)

20 / 20

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**?

- A) Define and Produce
 - B) Governance
 - C) Management Mesh
 - D) Provide and Respond
- A) Correct. Improving things from the start and producing better services is the way to go. The focus is on the Define and Produce activities, rather than repairing what went wrong. (Literature: A, Chapter 26.1)
B) Incorrect. Although these elements are important, they are not the first to focus on.
C) Incorrect. This is a necessary element for moving towards the VeriSM™ model, but does not help breaking out of the fire-fighting mode in the short term.
D) Incorrect. Focusing on what went wrong and trying to repair that, keeps the organization in fire-fight mode. The focus is on the Define and Produce activities, rather than repairing what went wrong.

Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer
1	B
2	C
3	C
4	A
5	D
6	B
7	C
8	B
9	D
10	D
11	C
12	B
13	A
14	C
15	D
16	B
17	C
18	D
19	D
20	A

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