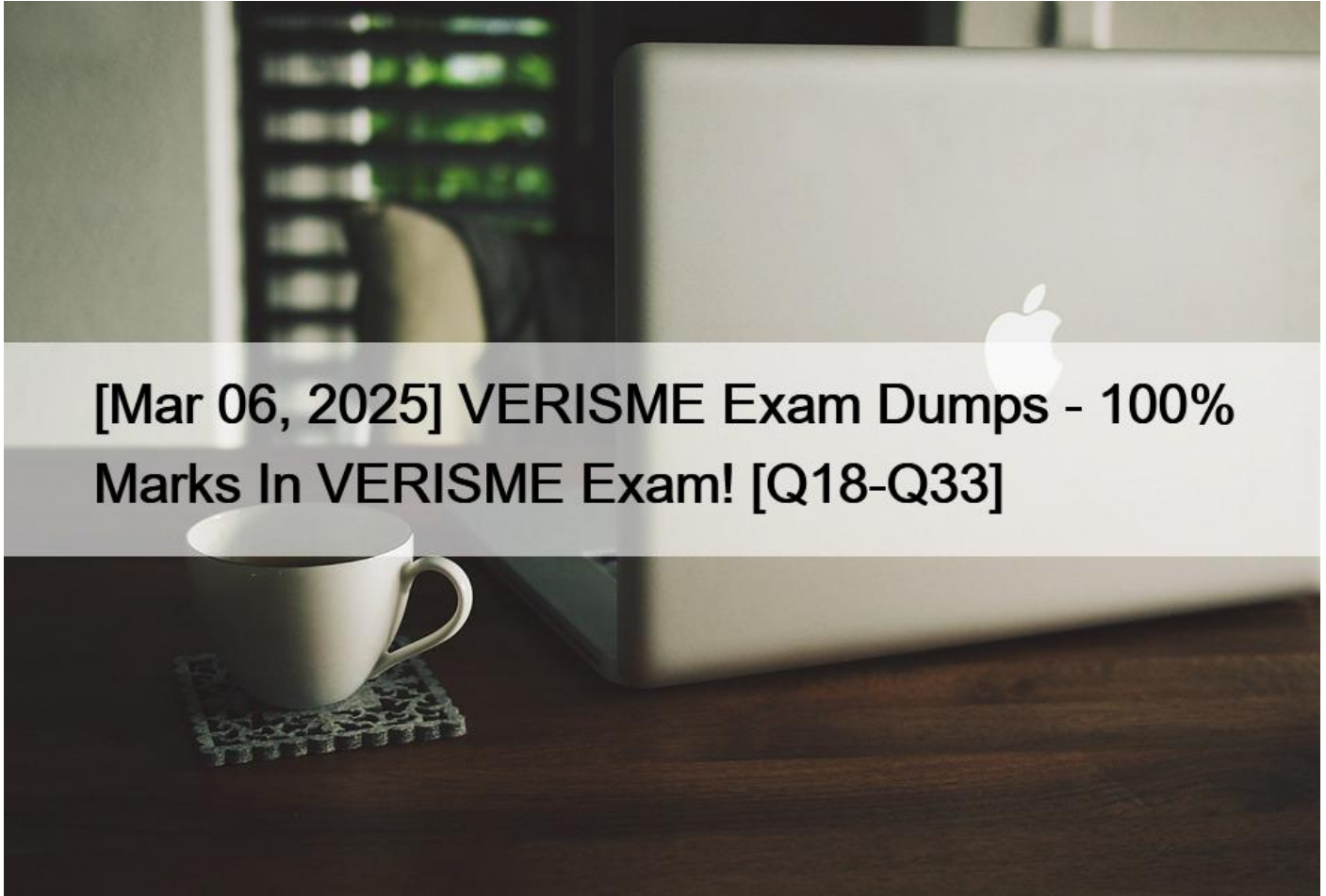


[Mar 06, 2025] VERISME Exam Dumps - 100% Marks In VERISME Exam! [Q18-Q33]



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Exam Dumps Use Real EXIN VeriSM Essentials Dumps With 42 Questions!

The VeriSM? Essentials certification is ideal for IT professionals who are looking to enhance their skills and knowledge in the field of IT service management. Whether you are a new entrant to the IT industry or an experienced professional, the certification will help you keep up with the rapidly evolving digital landscape.

EXIN VERISME (VeriSM? Essentials) Exam covers a range of topics related to service management, including service culture, service management principles, service management practices, and emerging technologies. VERISME exam is designed to test candidates' understanding of the VeriSM? approach and their ability to apply it in real-world scenarios. Upon passing the exam, candidates will receive a certification that demonstrates their knowledge and understanding of service management in the digital age. VeriSM? Essentials certification can help professionals to advance their careers and open up new opportunities in the field of service management.

NEW QUESTION 18

The Management Mesh can only be built once the organizational governance and service management principles are understood. What else must also be developed before the Mesh is built?

- * Design specifications
- * Operational plans
- * Strategic plans
- * Tactical plans

NEW QUESTION 19

What is one of the five components that should be considered in communication?

- * Delivery mechanism
- * Intention
- * Perception
- * Scope

NEW QUESTION 20

What is the best description of shadow behavior?

- * A junior observing a senior by doing job-shadowing and learning on-the-job
- * Creating a tribal system where team members are overshadowed by others
- * Implementing systems or solutions without explicit organizational approval
- * IT service provisioning being so good that consumers are unaware of IT

NEW QUESTION 21

Emotional intelligence defines two main competencies: personal and social.

Which two skills belong to the social competence?

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

NEW QUESTION 22

What is the name of the professional that should have both breadth and depth of knowledge?

- * A-shaped professional
- * I-shaped professional
- * Service management expert
- * T-shaped professional

NEW QUESTION 23

How does continuous delivery positively impact change control processes?

- * It does not impact the change control processes.
- * It impacts the processes through automated testing facilities.
- * It impacts the processes through delivering more information.

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

NEW QUESTION 24

What activity is part of the Provide stage?

- * Build
- * Design
- * Improve
- * Test

NEW QUESTION 25

Which element of the VeriSM model defines the management activities or practices necessary to meet the governance requirements by providing guardrails or boundaries?

- * Define
- * Management Mesh
- * Produce
- * Service management principles

NEW QUESTION 26

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

- * Capture information
- * Deliver results
- * Resolve the issue
- * Source events

NEW QUESTION 27

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

- * Focus on results
- * Minimize risk
- * Motivate colleagues
- * Set up priorities

NEW QUESTION 28

There is a challenge that teams may operate in silos.

What is a recommendation that management should do to overcome this challenge?

- * Implement one-on-one meetings between team members
- * Provide team-building activities for each team
- * Reward teams who achieve their goals ahead of target
- * Share information on the organization's strategies

NEW QUESTION 29

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

During which process does this activity take place?

- * Create the service blueprint
- * Create the solution
- * Define consumer needs
- * Gather requirements

NEW QUESTION 30

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?

- * Define and Produce
- * Governance
- * Management Mesh
- * Provide and Respond

NEW QUESTION 31

In Lean, different types of waste are distinguished.

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

- * Inventory
- * Overdelivering
- * Overprocessing
- * Overproduction

NEW QUESTION 32

VeriSM introduces the concept of the Management Mesh. This combines the four elements of resources, management practices, environment and emerging technologies to create and deliver products and services.

In which element should frameworks such as ITIL or methodologies such as COBIT be included?

- * Emerging technologies
- * Environment
- * Management practices
- * Resources

NEW QUESTION 33

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

- * Define
- * Investigate
- * Plan
- * Research

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