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**Exin**

**VERISME**

**VeriSM Essentials Exam**

**QUESTION: 1**

What is the best description of shadow behavior?

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

**Answer(s):** B,C

**QUESTION: 2**

How does governance flow through an organization?

- A. Via delegation from owners to a governing body, who authorize organizational capabilities to take actions to create and support the outcomes to consumers.
- B. Via good planning in the higher levels of the organization, where it is critical that there is a clearly stated mission and vision with key objectives defined.
- C. Via organization-wide gatherings once or twice a year, where owners/stakeholders present the mission, vision and objectives, and take feedback from employees.
- D. Via performance contracts between an employee and his or her manager, making everybody responsible for part of the strategy.

**Answer(s):** A

**QUESTION: 3**

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.

**Answer(s):** B

**QUESTION: 4**

Digital transformation requires a new approach to service management within organizations.  
Where is the ownership of service management principles situated in an organization?

- A. Business owns service management.
- B. IT owns service management.
- C. Service management is outsourced to a third-party supplier.
- D. Service management is owned across the whole organization.

**Answer(s):** D

**QUESTION: 5**

How can organizational culture best be described?

- A. It is a collection of common practices based on the backgrounds of all employees within an organization.
- B. It is a reflection of the ethnicity of management and owners within an organization.
- C. It is a culture that is exclusively defined by the leadership of an organization.
- D. It is a collection of, and interaction between, the values, systems, symbols, assumptions, beliefs and habits of an organization.

**Answer(s):** D

**QUESTION: 6**

What is the most important element of creating a service culture?

- A. Empowering the employees to make decisions on their own
- B. Measuring the service culture in order to identify improvement ideas
- C. Showing the consumer that they are valued by actions rather than telling them
- D. Training employees and managers in good service behavior

**Answer(s):** C

**QUESTION: 7**

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

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

**Answer(s):** C

**QUESTION: 8**

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

**Answer(s):** C

**QUESTION: 9**

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

- A. A-shaped professional
- B. I-shaped professional
- C. Service management expert
- D. T-shaped professional