



# ExamsNest

Your Ultimate Exam Preparation Hub

ExamsNest

Your Ultimate Exam Preparation Hub

---

Vendor: Exin

Code: VERISME

Exam: VeriSM Essentials

<https://www.examsnest.com/exam/verisme/>

QUESTIONS & ANSWERS

DEMO VERSION

QUESTIONS & ANSWERS  
**DEMO VERSION**  
(LIMITED CONTENT)

# Version: 4.0

---

**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: 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: 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: 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: 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: D**

---



# ExamsNest

Your Ultimate Exam Preparation Hub

**Thank You for trying the PDF Demo**

**Vendor: Exin**

**Code: VERISME**

**Exam: VeriSM Essentials**

<https://www.examsnest.com/exam/verisme/>

Use Coupon “**SAVE15**” for extra 15% discount on the purchase of Practice Test Software. Test your Exam preparation with actual exam questions.

**Start Your Preparation**