



BCS Essentials Certificate in VeriSM™

Specimen Questions

Record your surname/last/family name and initials on the Answer Sheet.

A number of possible answers are given for each question, indicated by either A. B. C. or D. Your answers should be clearly indicated on the Answer Sheet.

These specimen questions consist of 10 multiple choice questions, with no specific pass mark. The time allowed for this should be 15 minutes.

A mock, or **sample exam** is also available for purchase and includes detailed feedback for each possible answer.

The sample and full BCS Essentials Certificate in VeriSM™ Exams will be 20 multiple choice questions, with a pass mark of 13/20 (65%)



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Candidate Answer Sheet

Surname (last/family): _____ Initials: _____

Please add your answer to the table below.

At the end of the BCS Essentials Certificate in VeriSM™ Specimen Questions Test, check your answers against the Answer Key.

Question	Your Answer	Question	Your Answer
1		6	
2		7	
3		8	
4		9	
5		10	

Specimen Questions

We suggest sitting this paper under simulated exam conditions in order to gain the maximum benefit

1 / 10

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 organisational approval
- D) IT service provisioning being so good that consumers are unaware of IT

2 / 10

New technology has led to changes within organisations.

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 organisations.
- D) Services that rely on traditional rigid management approaches are preferable to organisations.

3 / 10

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

4 / 10

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

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

5 / 10

There is a challenge that teams may operate in silos.

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

- A) Implement one-on-one meetings between team members
- B) Provide team-building activities for each team
- C) Reward teams who achieve their goals ahead of target
- D) Share information on the organisation's strategies

6 / 10

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

- A) Define
- B) Management Mesh
- C) Produce
- D) Service management principles

7 / 10

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?

- A) Emerging technologies
- B) Environment
- C) Management practices
- D) Resources

8 / 10

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

- 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

9 / 10

Why is testing an important part of the Produce stage?

- A) To define risk criteria and the risk appetite of an organisation
- B) To ensure that the product or service meets the requirements set
- C) To ensure that the organisation's requirements are in line with its strategy
- D) To ensure an organisation's architecture is appropriate

10 / 10

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

- A) Capture information
- B) Deliver results
- C) Resolve the issue
- D) Source events

End of Specimen Questions Test

The Answer Key (no feedback) commences on the next page – **do not turn over this page** until you have completed the answer sheet located at the top of this Specimen Questions test.

Answer Key

The table below shows the correct answers to the questions in this set of Specimen Questions.

Question	Answer Key
1	C
2	B
3	C
4	A
5	D
6	D
7	C
8	A
9	B
10	A