



BCS Plus 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 Plus 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 Plus 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

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.

2 / 10

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

3 / 10

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

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

4 / 10

What activity is part of the Provide stage?

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

5 / 10

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

6 / 10

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 organisation
- D) To build all service management processes like traditional waterfall projects

7 / 10

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.

8 / 10

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

- A) Define
- B) Investigate
- C) Plan
- D) Research

9 / 10

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

10 / 10

An organisation 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.

End of Specimen Questions Test

The Answer Key (no feedback) is 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	B
2	C
3	D
4	C
5	D
6	B
7	A
8	A
9	C
10	D