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IT4IT Part 1 Exam

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QUESTION 1

What is a key value proposition of the Detect to Correct value stream?

- A. Service lifecycle tracking through conceptual, logical, and physical domains
- B. Timely identification and prioritization of an issue
- C. Increased fulfillment efficiency through standard change deployment and automation
- D. Standardized service development and delivery

Correct Answer: B

Reference: <https://pubs.opengroup.org/it4it/refarch20/chap08.html>

QUESTION 2

Which of the following is a Key Performance Indicator of the Request to Fulfill value stream?

- A. The percentage reduction in the network required for new or changed services
- B. Self-Service: Increased success rate for user self-fix
- C. Satisfied customers per service/application
- D. Arrival and departure rate of service requests

Correct Answer: D

Reference: <https://pubs.opengroup.org/it4it/refarch20/chap07.html> (7.3)

QUESTION 3

What concept does the Reference Architecture Level 2 introduce that is not included in Level 1?

- A. Data flow between functional components
- B. The concept of Essential Attributes of data objects
- C. The concept of an event bus for the IT service backbone
- D. A formal notation

Correct Answer: A

Reference: https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html#_Toc473282473 (4.2.4)

QUESTION 4

What is a goal of the Diagnostics and Remediation functional component?

- A. To design, create, and manage Service Contracts
- B. To aggregate Events
- C. To shorten Mean Time to Repair
- D. To manage the lifecycle of Requests for Change

Correct Answer: C

Reference: https://pubs.opengroup.org/it4it/refarch20/chap08.html#_Toc431202796

QUESTION 5

What are the typical activities of the Strategy to Portfolio Value Stream?

- A. Strategy, Service Portfolio, Demand, Selection
- B. Strategy, Enterprise Architecture, Portfolio, Release
- C. Strategy, Finance, Service Level Management, Investment Portfolio
- D. Strategy, Release, Change, Investment Policy

Correct Answer: A

Reference: https://books.google.com.pk/books?id=IOoCDQAAQBAJandpg=PA130andlpg=PA130anddq=IT4IT+typical+activities+of+the+Strategy+to+Portfolio+Value+Stream+Strategy,+Service+Portfolio,+Demand,+Selectionandsource=blandots=KwfVdFuBL3andsig=ACfU3U2uzbzi8_xyJfw537s2REQ3l1MCKwandhl=enandsa=Xandved=2ahUKEwi0zeq35OjkAhVNURoKHTu2DgkQ6AEwBnoECAkQAQ#v=onepageandq=IT4IT%20typical%20activities%20of%20the%20Strategy%20to%20Portfolio%20Value%20Stream%20Strategy%2C%20Service%20Portfolio%2C%20Demand%2C%20Selectionandf=false

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