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IT4IT Part 1 Exam

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QUESTION 1

What is the purpose of the Enterprise Architecture functional component?

- A. To log, maintain, and evaluate all demands coming into IT through a single funnel
- B. To manage creation, review, approval, and audit of all IT policies
- C. To create and manage long-term IT investment and the execution plan-of-action
- D. To manage the authoritative list of all IT investments

Correct Answer: B

Reference: https://pubs.opengroup.org/it4it/refarch20/chap05.html#_Toc431202751

QUESTION 2

What key data object is associated with the Project functional component?

- A. IT Initiative
- B. Portfolio Backlog Item
- C. Conceptual Service
- D. Scope Agreement

Correct Answer: D

QUESTION 3

What is a Key Performance Indicator of the Strategy to Portfolio value stream?

- A. Number of applications or services that require exceptions outside of the existing infrastructure portfolio
- B. Number of purchase requests related to purchase order fulfillment
- C. Accounting records are produced to show investment and spend in each service
- D. Increased uptime for critical business systems

Correct Answer: C

Reference: https://pubs.opengroup.org/it4it/refarch20/chap05.html

QUESTION 4

What functional component has the objectives to solve severe repeating incidents, and to minimize the impact of



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incidents that cannot be prevented:	?
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- A. Problem
- B. Event
- C. Diagnostics and Remediation
- D. Service Level

Correct Answer: A

The Problem functional component is responsible for managing the lifecycle of all Problems. The objectives of the Problem functional component are to solve severe/repeating Incidents, prevent Incidents from happening, and minimize the impact of Incidents that cannot be prevented. The Problem cause is not usually known at the time of the Problem data object instance creation, and the Problem functional component is responsible for the investigation. The Problem functional component also serves as the main exit point from the D2C Value Stream for the feedback information about IT services issues. The feedback is reported to the R2D Value Stream in the form of Defects and to the S2P Value Stream in the form of Portfolio Backlog Items (demand request).

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

QUESTION 5

Complete the sentence. The IT4IT Reference Architecture is intended to help organizations ______.

- A. adapt to change without having to re-factor the IT management architecture
- B. define, implement, and govern an innovative microservice-based architecture
- C. implement web-scale and distributed computing
- D. assess the maturity of their IT processes

Correct Answer: A

Reference: https://pubs.opengroup.org/it4it/refarch20/chap04.html

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