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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

What does the Event data object represent?

- A. A user inquiry to the Service Desk
- B. An alert signifying a change of state of a monitored Configuration Item
- C. An issue or flaw with delivered code or physical service blueprint
- D. An interruption to normal service operations

Correct Answer: B

Reference: <https://pubs.opengroup.org/it4it/refarch20/m/chap08.html> (8.4.2)

QUESTION 3

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

QUESTION 4

Which functional component within the Requirement to Deploy value stream produces the Logical Service Blueprint?

- A. Build Package
- B. Enterprise Architecture
- C. Service Portfolio
- D. Service Design

Correct Answer: D

Reference: https://books.google.com.pk/books?id=lpcEDAAQBAJandpg=PA83andlpg=PA83anddq=it4it+functional+component+within+the+Requirement+to+Deploy+value+stream+produces+the+Logical+Service+Blueprintandsource=blandots=UmKAGvnbE_andsig=ACfU3U1paH-4XIKDxAcBaQ2aGis_KtUHBwandhl=enandsa=Xandved=2ahUKEwi1rqf2ujkAhWOxYUKHem0C1wQ6AEwAnoECACQAQ#v=onepageandq=it4it%20functional%20component%20within%20the%20Requirement%20to%20Deploy%20value%20stream%20produces%20the%20Logical%20Service%20Blueprintandf=false

QUESTION 5

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 6

Which of the following is an objective of the Strategy to Portfolio (S2P) value stream?

- A. Contributing to business strategy and planning, enabling IT alignment with business plans
- B. Defining the context and end-to-end set of activities necessary to establish requirements and deliver new IT services
- C. Defining the capabilities and business processes necessary for Project Management governance
- D. Providing a new architectural framework that holistically describes all of the major activities of modern IT delivery

Correct Answer: A

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

QUESTION 7

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 8

What is a benefit of implementing the Request to Fulfill value stream?

- A. Ensuring that the service delivered actually performs as requested
- B. Improved communication with business stakeholders through roadmaps
- C. Improving the speed at which issues with a business service are identified
- D. Increased cost optimization by cancelling subscriptions that are no longer used

Correct Answer: A

Reference: <https://cloudsourceblog.com/2018/04/26/building-a-hybrid-functional-reference-architecturepart-2-it4it/>

QUESTION 9

UML is the Object Management Group Unified Modeling Language.

The IT4IT definition of the Service Lifecycle Data Object aligns with what UML concept?

- A. Component
- B. Class
- C. Activity
- D. Artifact

Correct Answer: D

A service lifecycle data object (lifecycle data object) represents data (records, information, and so on) that annotate or model an aspect of a service being offered by IT. Data objects can take a digital or physical form and can be comprised of structured, semi-structured, or unstructured data. Our definition of service lifecycle data object is aligned contextually with the OMG definition of artifact. In UML, the OMG defines artifact as:

"The specification of a physical piece of information that is used or produced by a software development process, or by deployment and operation of a system. Examples of artifacts include model files, source files, scripts, and binary executable files, a table in a database system, a development deliverable, or a word-processing document, a mail message."

Reference: <https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html>

QUESTION 10

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

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