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IT4IT Part 1 Exam

The Open Group OG0-061

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QUESTION NO: 1

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

ANSWER: B

Explanation:

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

QUESTION NO: 2

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

ANSWER: C

Explanation:

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

QUESTION NO: 3

What is a benefit of implementing the Requirement to Deploy value stream for the business?

- A. Improving the speed at which issues with a business service are identified, including proactive identification before impact is severe
- B. Accelerate sourcing and delivery of applications through best practices such as re-use, automation, and collaboration
- C. Accurate visibility of business and IT demand; re-balance IT investments between strategic and operational demand

D. Increased fulfillment efficiency and consistency through standard change deployment and automation

ANSWER: B

Explanation:

Reference: <https://pubs.opengroup.org/it4it/refarch20/chap06.html>

QUESTION NO: 4

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

ANSWER: A

Explanation:

Reference:

<https://books.google.com.pk/books?id=IOoCDQAAQBAJ&pg=PA130&lpg=PA130&dq=IT4IT+typical+activities+of+the+Strategy+to+Portfolio+Value+Stream+Strategy,+Service>

+Portfolio,+Demand,

+Selection&source=bl&ots=KwfVdFuBL3&sig=ACfU3U2uzbzi8_xyJfw537s2REQ3l1MCKw&hl=en&sa=X&ved=2ahUKEwi0zeq35OjkAhVNURoKHTu2DgkQ6AEwBnoECAkQAQ#v=onepage&q=l

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QUESTION NO: 5

What is the objective of the IT4IT Reference Architecture at Level 1?

- A. To serve as a framework for building content views of the IT4IT Reference Architecture
- B. To document the value streams in a vendor-specific representation
- C. To provide a holistic model introducing the core terms and concepts
- D. To communicate the Service Backbone concept

ANSWER: C

Explanation:

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