

Exam Questions OGO-061

IT4IT Part 1 Exam

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NEW QUESTION 1

What is a benefit of implementing the Strategy to Portfolio value stream?

- A. Increased business effectiveness by providing a foundation for moving from traditional IT service management to service brokerage
- B. Services designed in accordance with standards and policies
- C. Prioritized IT investment based on impacts on architecture and business priorities
- D. Reduced costs by proactively identifying issues before the service impact becomes severe

Answer: B

Explanation:

The S2P Value Stream extends the best practices put forward by various authors and frameworks, including ISO/IEC, the Capability Maturity Model Integration (CMMI), AXELOS Ltd. in its ITIL series on IT Service Management, ISACA in its COBIT Framework, and others, by defining the technology components necessary to implement them. A range of organizational maturity is also accommodated by the S2P Value Stream.

NEW QUESTION 2

What functional component aggregates Catalog Composition items and external supplier catalogs into consumable Offers?

- A. Offer Consumption
- B. Fulfillment Execution
- C. Catalog Composition
- D. Offer Management

Answer: D

NEW QUESTION 3

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

Answer: D

NEW QUESTION 4

Which key data object associated with the Change Control functional component records the data required to manage the change lifecycle?

- A. The Change Control data object
- B. The RFC data object
- C. The Problem, Known Error data object
- D. The Interaction data object

Answer: B

NEW QUESTION 5

What functional component has the objectives to solve severe repeating incidents, and to minimize the impact of incidents that cannot be prevented?

- A. Problem
- B. Event
- C. Diagnostics & Remediation
- D. Service Level

Answer: A

Explanation:

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>

NEW QUESTION 6

What is a purpose of the Test functional component?

- A. To create Defect data objects that are consumed by the Defect functional component
- B. To maintain traceability of each Requirement to the original source
- C. To monitor and report on the results of each integration build
- D. To keep track of all Defects by registering Defects of all types, including security-related Defects

Answer: A

NEW QUESTION 7

What are the core concepts of the IT4IT Reference Architecture at Level 1?

- A. Value Stream, Functional Component, Service Backbone Data Object, Lifecycle Data Object, Relationships.
- B. Governance Risk & Compliance, Sourcing & Vendor, Intelligence & Reporting, Finance & Assets, Resource & Project
- C. Conceptual Service, Service Release, Service Release Blueprint, Service Catalog Entry, Actual Service
- D. IT Value Chain, Strategy to Portfolio, Requirement to Deploy, Detect to Correct, Request to Fulfill

Answer: A

NEW 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

Answer: A

NEW QUESTION 9

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>

NEW 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

Answer: D

NEW QUESTION 10

Which of the following are Key Performance Indicators of the Requirement to Deploy (R2D) value stream?

- A. Reduction of change-related outages, reduction of emergency changes, reduction of unplanned change
- B. The investment in each service is quantified in the service portfolio; software license percentage is use
- C. Increase automatically remediated Events; increase the percentage of Events correlated to a businessservice
- D. The percentage of automated tests; arrival and departure rate for work

Answer: B

NEW QUESTION 13

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

Answer: A

NEW QUESTION 18

Which of the following key data objects is associated with the Service Portfolio functional component?

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

Answer: B

Explanation:

Reference: <https://pubs.opengroup.org/it4it/refarch20/m/chap05.html> (5.4.5)

NEW QUESTION 23

Complete the sentence. According to the IT4IT Reference Architecture, the IT value chain is _____.

- A. an economic framework describing how businesses produce value
- B. the IT service lifecycle as represented by its data objects and how they flow across IT management systems
- C. the set of functional components used by every IT department, supporting the IT service backbone
- D. the series of value-adding activities that every IT department should perform

Answer: D

Explanation:

Reference: <https://pubs.opengroup.org/it4it/refarch20/chap03.html>

NEW QUESTION 24

How does the IT4IT Reference Architecture use the value stream concept?

- A. As a way of grouping functionality to provide context for where value is being created and delivered
- B. To support predictable, sequential, waterfall approaches to IT service delivery
- C. As a macro-process and capability architecture to provide context for IT value delivery and operations
- D. In order to be compliant with the Value Chain concept of Michael Porter

Answer: A

Explanation:

Reference: <https://www.joetheitguy.com/2017/05/17/it4it-101-new-approach-development-delivery/>

NEW QUESTION 26

What is an objective of the Detect to Correct value stream?

- A. To build a culture of collaboration between IT operations and IT development
- B. To manage an inviting consumption experience to acquire services, goods, knowledge, and support
- C. To track the service usage and control the chargeback contract
- D. To provide an overview of the business of IT operations and the services delivered

Answer: D

Explanation:

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

NEW QUESTION 27

Which value stream creates the Service Release Blueprint?

- A. Strategy to Portfolio
- B. Requirement to Deploy
- C. Detect to Correct
- D. Request to Fulfill

Answer: D

Explanation:

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

NEW QUESTION 28

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

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

Answer: C

NEW QUESTION 31

What functional component has the objectives to solve severe repeating incidents, and to minimize the impact of incidents that cannot be prevented?

- A. Service Level
- B. Problem
- C. Diagnostics & Remediation
- D. Event

Answer: B

NEW QUESTION 33

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

NEW QUESTION 35

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