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QUESTION 1

Which value stream creates the Service Release Blueprint?

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

Correct Answer: D

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

QUESTION 2

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 3

What data object is associated with the Engagement Experience Portal?

- A. Shopping Cart
- B. Service Catalog Entry
- C. User Profile
- D. Offer

Correct Answer: D

Reference: <https://pubs.opengroup.org/it4it/refarch20/m/chap07.html>

QUESTION 4



What value stream has the value proposition of ensuring that the Service Release meets business expectations?

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

Correct Answer: C

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

QUESTION 5

What does the system of record fabric for IT management include?

- A. Service models flowing across the service backbone
- B. Functional components and their interactions
- C. Data objects, their relationships and inter-dependencies
- D. Value streams and their typical activities

Correct Answer: C

Reference: https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html#_Toc473282568

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