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IT4IT Part 1 Exam

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QUESTION 1

What is the difference between primary and supporting activities in the IT Value Chain?

- A. Primary activities are core for the overall business operating model, while the activities of the IT value chain are a supporting activity
- B. Primary activities focus on the early stages of the IT lifecycle, while supporting activities focus on the later stages
- C. Primary activities are core and vital to the IT function, while supporting activities help ensure its efficiency and effectiveness
- D. Primary activities focus on systems design and construction; supporting activities include planning and operations management

Correct Answer: C

QUESTION 2

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>

QUESTION 3

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=ipcEDAAQBAJandpg=PA83andlpg=PA83anddq=it4it+functional+component+within+the+Requirement+to+Deploy+value+stream+produces+the+Logical+Service+Blueprint&source=bl&dq=UmKAGvnbE_andsig=ACfU3U1paH-4XIKDxAcBaQ2aGis_KtUHBwandhl=enandsa=Xandved=2ahUKewi1rqf2ujkAhWOxYUKHem0C1wQ6AEwAnoECACQAQ#v=onepageandq=it4it%20functional%20component%](https://books.google.com.pk/books?id=ipcEDAAQBAJandpg=PA83andlpg=PA83anddq=it4it+functional+component+within+the+Requirement+to+Deploy+value+stream+produces+the+Logical+Service+Blueprint&source=bl&dq=UmKAGvnbE_andsig=ACfU3U1paH-4XIKDxAcBaQ2aGis_KtUHBwandhl=enandsa=Xandved=2ahUKewi1rqf2ujkAhWOxYUKHem0C1wQ6AEwAnoECACQAQ#v=onepageandq=it4it%20functional%20component%20)



20within% 20the%20Requirement%20to%20Deploy%20value%20stream%20produces%20the%20Logical
%20Service%20Blueprintandf=false

QUESTION 4

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 business service
- D. The percentage of automated tests; arrival and departure rate for work

Correct Answer: B

QUESTION 5

Which model consists of the set of essential building blocks that create or consume data objects, together with their relationships?

- A. The Information Model
- B. The Functional Model
- C. The Service Model
- D. The Integration Model

Correct Answer: B

Reference: <https://books.google.com.pk/books?id=IOoCDQAAQBAJandpg=PA40andlpg=PA40anddq=IT4IT+model+consists+of+the+set+of+essential+building+blocks+that+create+or+consume+data+objects,+together+with+their+relationshipsandsource=blandots=KwfVdFsAN9andsig=ACfU3U3ifZhRJobCmXbVo0rnuZ1deNHKQandhl=enandsa=Xandved=2ahUKEwjJvMra3OjkAhWNxYUKHW1yDo8Q6AEwA3oEC>
AkQAQ#v=onepageandq=IT4IT%20model%20consists%20of% 20the%20set%20of%20essential%
20building%20blocks%20that%20create%20or%20consume%20data%20objects%2C%20together%
20with%20their%20relationshipsandf=false