



OG0-061^{Q&As}

IT4IT Part 1 Exam

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QUESTION 1

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 2

What are functional components?

- A. They are inputs to the IT4IT value streams, and pass through a hierarchy of data objects via state changes across the service backbone
- B. They are the primary means for understanding business requirements as they are expressed to the Strategy to Portfolio value stream
- C. They represent the output of the Requirement to Deploy value stream
- D. They are the smallest standalone technology units that are useful to IT service provider

Correct Answer: D

Reference: https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html#_Toc473282448

QUESTION 3

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

Correct Answer: D

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



QUESTION 4

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 5

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 and Compliance, Sourcing and Vendor, Intelligence and Reporting, Finance and Assets, Resource and 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

Correct Answer: A

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

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