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IT4IT Part 1 Exam

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QUESTION 1

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

Correct Answer: D

A service lifecycle data object (lifecycle data object) represents data (records, information, and so on) that annotate or model an aspect of a service being offered by IT. Data objects can take a digital or physical form and can be comprised of structured, semi-structured, or unstructured data. Our definition of service lifecycle data object is aligned contextually with the OMG definition of artifact. In UML, the OMG defines artifact as:

"The specification of a physical piece of information that is used or produced by a software development process, or by deployment and operation of a system. Examples of artifacts include model files, source files, scripts, and binary executable files, a table in a database system, a development deliverable, or a word-processing document, a mail message."

Reference: <https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html>

QUESTION 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

Correct Answer: C

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

QUESTION 3

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 4

What is a goal of the Diagnostics and Remediation functional component?

- A. To design, create, and manage Service Contracts
- B. To aggregate Events
- C. To shorten Mean Time to Repair
- D. To manage the lifecycle of Requests for Change

Correct Answer: C

Reference: https://pubs.opengroup.org/it4it/refarch20/chap08.html#_Toc431202796

QUESTION 5

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

Correct Answer: B

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

QUESTION 6

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 Fulfil

Correct Answer: A

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

QUESTION 7

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 8

What is the purpose of the Enterprise Architecture functional component?

- A. To log, maintain, and evaluate all demands coming into IT through a single funnel
- B. To manage creation, review, approval, and audit of all IT policies
- C. To create and manage long-term IT investment and the execution plan-of-action
- D. To manage the authoritative list of all IT investments

Correct Answer: B

Reference: https://pubs.opengroup.org/it4it/refarch20/chap05.html#_Toc431202751

QUESTION 9

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 10

What is the purpose of the Request Rationalization functional component?

- A. Presenting service offers to consumers and facilitating consumption and payment
- B. Aggregating catalog from various suppliers into consumable Offers that users can order
- C. Breaking down and routing requests, and keeping Subscription information up do date
- D. Orchestrating the delivery of various requests amongst (one or more) fulfillment engines in order to deliver the IT service

Correct Answer: D

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

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