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QUESTION 1

You are architecting a new cloud application for your company. You have been tasked to determine the impact of the company's required governance directives across the full lifecycle. What governance element should you apply during the build of the service?

- A. Using approved development methods and policies
- B. Following all requirements for putting together a service proposal
- C. Determining how customer satisfaction will be measured
- D. Utilizing existing IT capabilities if policies allow

Correct Answer: D

QUESTION 2

An IT organization in a technology company is in the process of adopting cloud services in an ITaaS model. They are seeking to reduce their operating costs while delivering business aligned services. What is the most effective way to do so?

- A. Implementing automation in delivery of services
- B. Increasing utilization by encouraging multi-tenancy
- C. Implementing a service catalog and enabling self-service
- D. Aligning IT staff with lines of business to ensure agreement with business objectives

Correct Answer: A

QUESTION 3

An organization wishes to more efficiently produce services by adopting a DevOps culture. What transformation must occur to support this adoption?

- A. Implement a daily review meeting across departments
- B. Unify management from various departments
- C. Unify processes and methods from various departments
- D. Co-locate staff from various departments

Correct Answer: C

QUESTION 4



An IT organization within a healthcare company has embarked on a strategic transformation by adopting the IT Value Transformation road map. They have been successful in bringing out several IT services by adopting cloud computing. These services have helped the company release new products quickly into the market. However, the IT organization is still perceived internally as a cost center.

What is the IT organization neglecting?

- A. Seeking more business opportunities for IT services
- B. Reducing the cost of IT services even more
- C. Linking IT spending to specific business outcomes
- D. Improving the utilization of compute, network, and storage resources.

Correct Answer: C

QUESTION 5

What is the key consideration during design phase for a service provider to ensure that they can effectively process the termination of a service instance?

- A. Create a retention period for private user data and user PCI data
- B. Provide a chargeback bill or showback report to ensure account closure
- C. Incorporate a service grace period to prevent the actual deletion of the instance
- D. Archive the associated service data regardless of the user requirements

Correct Answer: D

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