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QUESTION 1

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 2

What are the typical activities of the Strategy to Portfolio Value Stream?

- A. Strategy, Service Portfolio, Demand, Selection
- B. Strategy, Enterprise Architecture, Portfolio, Release
- C. Strategy, Finance, Service Level Management, Investment Portfolio
- D. Strategy, Release, Change, Investment Policy

Correct Answer: A

Reference: https://books.google.com.pk/books?id=IOoCDQAAQBAJandpg=PA130andlpg=PA130anddq=IT4IT+typical+activities+of+the+Strategy+to+Portfolio+Value+Stream+Strategy,+Service+Portfolio,+Demand,+Selectionandsource=blandsdots=KwfVdFuBL3andsig=ACfU3U2uzbzi8_xyJfw537s2REQ3l1MCKwandhl=enandsa=Xandved=2ahUKEwi0zeq35OjkAhVNURoKHTu2DgkQ6AEwBnoECAkQAQ#v=onepageanddq=IT4IT%20typical%20activities%20of%20the%20Strategy%20to%20Portfolio%20Value%20Stream%20Strategy%2C%20Service%20Portfolio%2C%20Demand%2C%20Selectionandf=false

QUESTION 3

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 4

What functional component aggregates Catalog Composition items and external supplier catalogs into consumable Offers?

- A. Offer Consumption
- B. Fulfillment Execution
- C. Catalog Composition
- D. Offer Management

Correct Answer: D

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

QUESTION 5

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>

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