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QUESTION 1

What does the Event data object represent?

- A. A user inquiry to the Service Desk
- B. An alert signifying a change of state of a monitored Configuration Item
- C. An issue or flaw with delivered code or physical service blueprint
- D. An interruption to normal service operations

Correct Answer: B

Reference: <https://pubs.opengroup.org/it4it/refarch20/m/chap08.html> (8.4.2)

QUESTION 2

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 3

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 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

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=onepageandq=IT4IT%20typical%20activities%20of%20the%20Strategy%20to%20Portfolio%20Value%20Stream%20Strategy%2C%20Service%20Portfolio%2C%20Demand%2C%20Selectionandf=false

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