OG0-061^{Q&As}

IT4IT Part 1 Exam

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QUESTION 1

Which of the following statements best describes the Level 2 class model?

A. It is another name for the System of Record Fabric

B. It is vendor-specific

C. It is an expansion of the Level 1 class model

D. It defines the relationship between Capability Discipline and Functional Component as part of the normative requirements

Correct Answer: C

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

QUESTION 2

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 3

How does the IT4IT Reference Architecture use the value stream concept?

A. As a way of grouping functionality to provide context for where value is being created and delivered

B. To support predictable, sequential, waterfall approaches to IT service delivery

C. As a macro-process and capability architecture to provide context for IT value delivery and operations

D. In order to be compliant with the Value Chain concept of Michael Porter

Correct Answer: A

Reference: https://www.joetheitguy.com/2017/05/17/it4it-101-new-approach-development-delivery/

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 functional component has the objectives to solve severe repeating incidents, and to minimize the impact of incidents that cannot be prevented?

A. Problem

B. Event

C. Diagnostics and Remediation

D. Service Level

Correct Answer: A

The Problem functional component is responsible for managing the lifecycle of all Problems. The objectives of the Problem functional component are to solve severe/repeating Incidents, prevent Incidents from happening, and minimize the impact of Incidents that cannot be prevented. The Problem cause is not usually known at the time of the Problem data object instance creation, and the Problem functional component is responsible for the investigation. The Problem functional component also serves as the main exit point from the D2C Value Stream for the feedback information about IT services issues. The feedback is reported to the R2D Value Stream in the form of Defects and to the S2P Value Stream in the form of Portfolio Backlog Items (demand request).

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