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IT4IT Part 1 Exam

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QUESTION 1

What are functional components?

A. They are inputs to the IT4IT value streams, and pass through a hierarchy of data objects via state changes across the service backbone

B. They are the primary means for understanding business requirements as they are expressed to the Strategy to Portfolio value stream

C. They represent the output of the Requirement to Deploy value stream

D. They are the smallest standalone technology units that are useful to IT service provider

Correct Answer: D

Reference: https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html#_Toc473282448

QUESTION 2

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 3

What is a purpose of the Test functional component?

A. To create Defect data objects that are consumed by the Defect functional component

B. To maintain traceability of each Requirement to the original source

C. To monitor and report on the results of each integration build

D. To keep track of all Defects by registering Defects of all types, including security-related Defects

Correct Answer: A

Reference: https://pubs.opengroup.org/it4it/refarch20/chap06.html#_Toc431202769

QUESTION 4

Complete the sentence. The IT4IT Reference Architecture is intended to help organizations _____.

A. adapt to change without having to re-factor the IT management architecture

B. define, implement, and govern an innovative microservice-based architecture

C. implement web-scale and distributed computing

D. assess the maturity of their IT processes

Correct Answer: A

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

QUESTION 5

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/

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