Vendor: The Open Group

Exam Code:OG0-061

Exam Name:IT4IT Part 1 Exam

Version: Demo

QUESTION 1

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

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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=lOoCDQAAQBAJandpg=PA130andlpg=PA130anddq=IT4IT +typical+activities+of+the+Strategy+to+Portfolio+Value+Stream+Strategy,+Service+Portfolio,+Demand, +Selectionandsource=blandots=KwfVdFuBL3andsig=ACfU3U2uzbzi8_xyJfw537s2REQ3l1MCKwandhl=enandsa=Xand ved=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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QUESTION 3

What is an objective of the Detect to Correct value stream?

A. To build a culture of collaboration between IT operations and IT development

B. To manage an inviting consumption experience to acquire services, goods, knowledge, and support

C. To track the service usage and control the chargeback contract

D. To provide an overview of the business of IT operations and the services delivered

Correct Answer: D

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

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QUESTION 4

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 5

Complete the sentence. Abstraction Levels 1 and 2 of the IT4IT Reference Architecture are known as _____.

A. Conceptual Service Design and Logical Service Design

B. End-to-End Overview and Value Stream Documentation

C. Computation-Independent Architecture and Platform-Independent Architecture

D. End-to-End Overview and Solution Architecture

Correct Answer: B

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

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QUESTION 6

What are the core concepts of the IT4IT Reference Architecture at Level 1?

A. Value Stream, Functional Component, Service Backbone Data Object, Lifecycle Data Object, Relationships.

B. Governance Risk and Compliance, Sourcing and Vendor, Intelligence and Reporting, Finance and Assets, Resource and Project

C. Conceptual Service, Service Release, Service Release Blueprint, Service Catalog Entry, Actual Service

D. IT Value Chain, Strategy to Portfolio, Requirement to Deploy, Detect to Correct, Request to Fulfil

Correct Answer: A

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

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QUESTION 7

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 8

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

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QUESTION 9

What is a key value proposition of the Detect to Correct value stream?

A. Service lifecycle tracking through conceptual, logical, and physical domains

B. Timely identification and prioritization of an issue

C. Increased fulfillment efficiency through standard change deployment and automation

D. Standardized service development and delivery

Correct Answer: B

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

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QUESTION 10

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 11

What is the objective of the IT4IT Reference Architecture at Level 1?

A. To serve as a framework for building content views of the IT4IT Reference Architecture

B. To document the value streams in a vendor-specific representation

C. To provide a holistic model introducing the core terms and concepts

D. To communicate the Service Backbone concept

Correct Answer: C

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

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QUESTION 12

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