



OG0-061^{Q&As}

IT4IT Part 1 Exam

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**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>

QUESTION 2

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>

QUESTION 3

What key data object is associated with the Project functional component?

- A. IT Initiative
- B. Portfolio Backlog Item
- C. Conceptual Service



D. Scope Agreement

Correct Answer: D

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

Which of the following key data objects is associated with the Service Portfolio functional component?

- A. Service Contract
- B. Conceptual Service
- C. Portfolio Backlog Item
- D. Scope Agreement

Correct Answer: B

Reference: <https://pubs.opengroup.org/it4it/refarch20/m/chap05.html> (5.4.5)

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