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QUESTION 1

What is a benefit of implementing the Strategy to Portfolio value stream?

- A. Increased business effectiveness by providing a foundation for moving from traditional IT service management to service brokerage
- B. Services designed in accordance with standards and policies
- C. Prioritized IT investment based on impacts on architecture and business priorities
- D. Reduced costs by proactively identifying issues before the service impact becomes severe

Correct Answer: B

The S2P Value Stream extends the best practices put forward by various authors and frameworks, including ISO/IEC, the Capability Maturity Model Integration (CMMI), AXELOS Ltd. in its ITIL series on IT Service Management, ISACA in its COBIT Framework, and others, by defining the technology components necessary to implement them. A range of organizational maturity is also accommodated by the S2P Value Stream.

Reference: https://pubs.opengroup.org/it4it/refarch20/apdxa.html#_Toc431202808

QUESTION 2

What is the purpose of the Enterprise Architecture functional component?

- A. To log, maintain, and evaluate all demands coming into IT through a single funnel
- B. To manage creation, review, approval, and audit of all IT policies
- C. To create and manage long-term IT investment and the execution plan-of-action
- D. To manage the authoritative list of all IT investments

Correct Answer: B

Reference: https://pubs.opengroup.org/it4it/refarch20/chap05.html#_Toc431202751

QUESTION 3

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 4

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 5

Which value stream creates the Service Release Blueprint?

- A. Strategy to Portfolio
- B. Requirement to Deploy
- C. Detect to Correct
- D. Request to Fulfill

Correct Answer: D

Reference: <https://cloudsourceblog.com/2018/04/26/building-a-hybrid-functional-reference-architecturepart-2-it4it/>

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