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**QUESTION 1**

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 2

What does the system of record fabric for IT management include?

- A. Service models flowing across the service backbone
- B. Functional components and their interactions
- C. Data objects, their relationships and inter-dependencies
- D. Value streams and their typical activities

Correct Answer: C

Reference: https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html#_Toc473282568

QUESTION 3

What is the difference between primary and supporting activities in the IT Value Chain?

- A. Primary activities are core for the overall business operating model, while the activities of the IT value chain are a supporting activity



- B. Primary activities focus on the early stages of the IT lifecycle, while supporting activities focus on the later stages
- C. Primary activities are core and vital to the IT function, while supporting activities help ensure its efficiency and effectiveness
- D. Primary activities focus on systems design and construction; supporting activities include planning and operations management

Correct Answer: C

QUESTION 4

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)

QUESTION 5

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)

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