

OG0-061^{Q&As}

IT4IT Part 1 Exam

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QUESTION 1

Which key data object associated with the Change Control functional component records the data required to manage the change lifecycle?

- A. The Change Control data object
- B. The RFC data object
- C. The Problem, Known Error data object
- D. The Interaction data object

Correct Answer: B

Reference: https://books.google.com.pk/books?id=IOoCDQAAQBAJandpg=PA170andlpg=PA170anddq=IT4IT +key+data+object+associated+with+the+Change+Control+functional+component+records+the+data +required+to+manage+the+change +lifecycleandsource=blandots=KwfVdFszO6andsig=ACfU3U2Q19wSm1h8hyfHYfq ASY1SbMFeAandhl=enandsa=Xandved=2ahUKEwjOkMWu3OjkAhVEzRoKHZf5CXQQ6AEwBHoECAcQ AQ#v=onepageandq=IT4IT%20key%20data%20object% 20associated%20with%20the%20Change% 20Control%20functional%20component%20records%20the%20data%20required%20to%20manage% 20the%20change%20lifecycleandf=false

QUESTION 2

What does the IT4IT Information Model consist of?

- A. The Service Model and the Service Backbone
- B. Value streams and functional components
- C. Data objects and their relationships
- D. Capabilities and IT processes

Correct Answer: C

Reference: https://pubs.opengroup.org/it4it/refarch20/chap03.html

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



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Correct Answer: D

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

QUESTION 4

How does the IT4IT Reference Architecture use the value stream concept?

- A. As a way of grouping functionality to provide context for where value is being created and delivered
- B. To support predictable, sequential, waterfall approaches to IT service delivery
- C. As a macro-process and capability architecture to provide context for IT value delivery and operations
- D. In order to be compliant with the Value Chain concept of Michael Porter

Correct Answer: A

Reference: https://www.joetheitguy.com/2017/05/17/it4it-101-new-approach-development-delivery/

QUESTION 5

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 6

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

A. Service Contract



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- 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 7

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 8

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 9

Which model consists of the set of essential building blocks that create or consume data objects, together with their relationships?

- A. The Information Model
- B. The Functional Model



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C. The Service Model

D. The Integration Model

Correct Answer: B

Reference: https://books.google.com.pk/books?id=IOoCDQAAQBAJandpg=PA40andlpg=PA40anddq=IT4IT +model+consists+of+the+set+of+essential+building+blocks+that+create+or+consume+data+objects, +together+with+their +relationshipsandsource=blandots=KwfVdFsAN9andsig=ACfU3U3ifZhRJobCmXbVo0rnuZ1deNH KQandhl=enandsa=Xandved=2ahUKEwjJvMra3OjkAhWNxYUKHW1yDo8Q6AEwA3oEC AkQAQ#v=onepageandq=IT4IT%20model%20consists%20of% 20the%20set%20of%20essential% 20building%20blocks%20that%20create%20or%20consume%20data%20objects%2C%20together% 20with%20their%20relationshipsandf=false

QUESTION 10

Which functional component within the Requirement to Deploy value stream produces the Logical Service Blueprint?

- A. Build Package
- B. Enterprise Architecture
- C. Service Portfolio
- D. Service Design

Correct Answer: D

Reference: https://books.google.com.pk/books?id=lpcEDAAAQBAJandpg=PA83andlpg=PA83anddq=it4it +functional+component+within+the+Requirement+to+Deploy+value+stream+produces+the+Logical +Service +Blueprint andsource=blandots=UmKAGvnbE_andsig=ACfU3U1paH-4XIKDxAcBaQ2aGis_KtUHBwandhl=enandsa=Xandved=2ah UKEwi1rqf2ujkAhWOxYUKHem0C1wQ6AEwAnoECAcQAQ#v=onepageandq=it4it%20functional%20component% 20within% 20the%20Requirement%20to%20Deploy%20value%20stream%20produces%20the%20Logical %20Service%20Blueprintandf=false

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