

## OG0-061<sup>Q&As</sup>

IT4IT Part 1 Exam

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## QUESTION 1

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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## QUESTION 2

Which value stream connects consumers with IT goods and services?

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

Correct Answer: C

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

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## 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)

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## QUESTION 4

What concept does the Reference Architecture Level 2 introduce that is not included in Level 1?

- A. Data flow between functional components
- B. The concept of Essential Attributes of data objects
- C. The concept of an event bus for the IT service backbone
- D. A formal notation

Correct Answer: A

Reference: [https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html#\\_Toc473282473](https://pubs.opengroup.org/it4it/refarch21/IT4ITv2.1.html#_Toc473282473) (4.2.4)

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## 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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