

OG0-061^{Q&As}

IT4IT Part 1 Exam

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QUESTION 1

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 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>

QUESTION 3

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 4

What is a Key Performance Indicator of the Strategy to Portfolio value stream?

- A. Number of applications or services that require exceptions outside of the existing infrastructure portfolio
- B. Number of purchase requests related to purchase order fulfillment
- C. Accounting records are produced to show investment and spend in each service
- D. Increased uptime for critical business systems

Correct Answer: C

Reference: <https://pubs.opengroup.org/it4it/refarch20/chap05.html>

QUESTION 5

What is the objective of the IT4IT Reference Architecture at Level 1?

- A. To serve as a framework for building content views of the IT4IT Reference Architecture
- B. To document the value streams in a vendor-specific representation
- C. To provide a holistic model introducing the core terms and concepts
- D. To communicate the Service Backbone concept

Correct Answer: C

Reference: <https://pubs.opengroup.org/it4it/refarch20/chap04.html>

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