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IT4IT Part 1 Exam

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QUESTION 1

Which of the following statements best describes the Level 2 class model?

A. It is another name for the System of Record Fabric

B. It is vendor-specific

C. It is an expansion of the Level 1 class model

D. It defines the relationship between Capability Discipline and Functional Component as part of the normative requirements

Correct Answer: C

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

QUESTION 2

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=lOoCDQAAQBAJandpg=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 3

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 4

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 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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