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IT4IT Part 1 Exam

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Question: 1

What are functional components?

A. They are inputs to the IT4IT value streams, and pass through a hierarchy of data objects via state changes across the service backbone
B. They are the primary means for understanding business requirements as they are expressed to the Strategy to Portfolio value stream
C. They represent the output of the Requirement to Deploy value stream
D. They are the smallest standalone technology units that are useful to IT service provider

Answer: D

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

Answer: C

Question: 3

Complete the sentence. According to the IT4IT Reference Architecture, the IT value chain is _____.

A. an economic framework describing how businesses produce value
B. the IT service lifecycle as represented by its data objects and how they flow across IT management systems
C. the set of functional components used by every IT department, supporting the IT service backbone
D. the series of value-adding activities that every IT department should perform

Answer: D

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

Answer: A

Question: 5

Which of the following are Key Performance Indicators of the Requirement to Deploy (R2D) value stream?

A. Reduction of change-related outages, reduction of emergency changes, reduction of unplanned change
B. The investment in each service is quantified in the service portfolio; software license percentage is use
C. Increase automatically remediated Events; increase the percentage of Events correlated to a business service
D. The percentage of automated tests; arrival and departure rate for work

Answer: B

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