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Question 1

What data object is associated with the Engagement Experience Portal?

Options:

A- Shopping Cart

B- Service Catalog Entry

C- User Profile

D- Offer

Answer:

D

Question 2

What does the IT4IT Information Model consist of?

Options:

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

Answer:

C

Question 3

Question Type: MultipleChoice

What are the typical activities of the Strategy to Portfolio Value Stream?

A- Strategy, Service Portfolio, Demand, Selection

B- Strategy, Enterprise Architecture, Portfolio, Release

C- Strategy, Finance, Service Level Management, Investment Portfolio

D- Strategy, Release, Change, Investment Policy

Answer:

A

Question 4

Question Type: **MultipleChoice**

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

Options:

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

Answer:

C

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 6

Question Type: MultipleChoice

What is a key value proposition of the Detect to Correct value stream?

Options:

A- Service lifecycle tracking through conceptual, logical, and physical domains

B- Timely identification and prioritization of an issue

C- Increased fulfillment efficiency through standard change deployment and automation

D- Standardized service development and delivery

Answer:

B

Question 7

Question Type: **MultipleChoice**

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

Options:

A- The Change Control data object

B- The RFC data object

C- The Problem, Known Error data object

D- The Interaction data object

Answer:

B

Question 8

Question Type: **MultipleChoice**

Which of the following is a Key Performance Indicator of the Request to Fulfill value stream?

Options:

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

Answer:

D

Question 9

Question Type: **MultipleChoice**

Complete the sentence. The IT4IT Reference Architecture is intended to help organizations _____.

Options:

A- adapt to change without having to re-factor the IT management architecture

B- define, implement, and govern an innovative microservice-based architecture

C- implement web-scale and distributed computing

D- assess the maturity of their IT processes

Answer:

A