
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?

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- 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