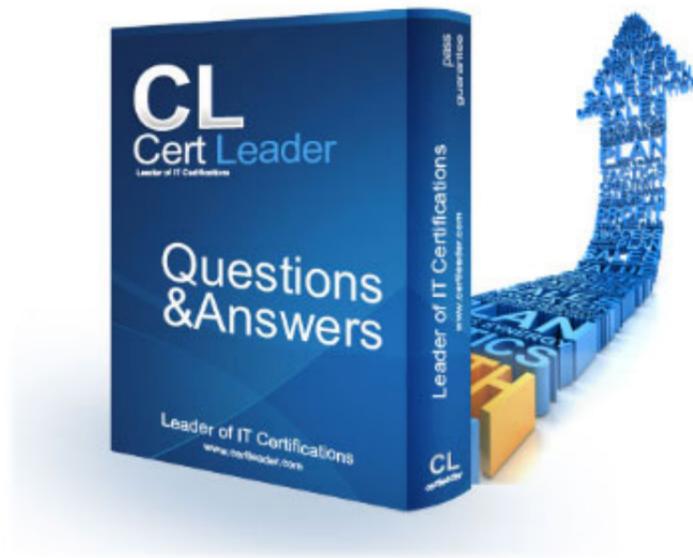


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NEW QUESTION 1

What is the purpose of the Request Rationalization functional component?

- A. Presenting service offers to consumers and facilitating consumption and payment
- B. Aggregating catalog from various suppliers into consumable Offers that users can order
- C. Breaking down and routing requests, and keeping Subscription information up do date
- D. Orchestrating the delivery of various requests amongst (one or more) fulfillment engines in order to deliver the IT service

Answer: D

NEW QUESTION 2

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

Answer: C

NEW QUESTION 3

What is a benefit of implementing the Strategy to Portfolio value stream?

- A. Increased business effectiveness by providing a foundation for moving from traditional IT service management to service brokerage
- B. Services designed in accordance with standards and policies
- C. Prioritized IT investment based on impacts on architecture and business priorities
- D. Reduced costs by proactively identifying issues before the service impact becomes severe

Answer: B

Explanation:

The S2P Value Stream extends the best practices put forward by various authors and frameworks, including ISO/IEC, the Capability Maturity Model Integration (CMMI), AXELOS Ltd. in its ITIL series on IT Service Management, ISACA in its COBIT Framework, and others, by defining the technology components necessary to implement them. A range of organizational maturity is also accommodated by the S2P Value Stream.

NEW QUESTION 4

What functional component aggregates Catalog Composition items and external supplier catalogs into consumable Offers?

- A. Offer Consumption
- B. Fulfillment Execution
- C. Catalog Composition
- D. Offer Management

Answer: D

NEW QUESTION 5

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

Answer: B

NEW QUESTION 6

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

- 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

Explanation:

Reference: <https://pubs.opengroup.org/it4it/refarch20/chap07.html> (7.3)

NEW QUESTION 7

Complete the sentence. Abstraction Levels 1 and 2 of the IT4IT Reference Architecture are known as _____ .

- A. Conceptual Service Design and Logical Service Design
- B. End-to-End Overview and Value Stream Documentation
- C. Computation-Independent Architecture and Platform-Independent Architecture

D. End-to-End Overview and Solution Architecture

Answer: B

NEW QUESTION 8

What concept does the Reference Architecture Level 2 introduce that is not included in Level 1?

- A. Data flow between functional components
- B. The concept of Essential Attributes of data objects
- C. The concept of an event bus for the IT service backbone
- D. A formal notation

Answer: A

NEW QUESTION 9

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

Answer: C

NEW QUESTION 10

Which of the following is an objective of the Strategy to Portfolio (S2P) value stream?

- A. Contributing to business strategy and planning, enabling IT alignment with business plans
- B. Defining the context and end-to-end set of activities necessary to establish requirements and deliver new IT services
- C. Defining the capabilities and business processes necessary for Project Management governance
- D. Providing a new architectural framework that holistically describes all of the major activities of modern IT delivery

Answer: A

NEW QUESTION 10

Which of the following key data objects is associated with the Service Portfolio functional component?

- A. Service Contract
- B. Conceptual Service
- C. Portfolio Backlog Item
- D. Scope Agreement

Answer: B

Explanation:

Reference: <https://pubs.opengroup.org/it4it/refarch20/m/chap05.html> (5.4.5)

NEW QUESTION 11

What is an objective of the Detect to Correct value stream?

- A. To build a culture of collaboration between IT operations and IT development
- B. To manage an inviting consumption experience to acquire services, goods, knowledge, and support
- C. To track the service usage and control the chargeback contract
- D. To provide an overview of the business of IT operations and the services delivered

Answer: D

Explanation:

Reference: <https://pubs.opengroup.org/it4it/refarch20/chap08.html>

NEW QUESTION 14

Which value stream creates the Service Release Blueprint?

- A. Strategy to Portfolio
- B. Requirement to Deploy
- C. Detect to Correct
- D. Request to Fulfill

Answer: D

Explanation:

Reference: <https://cloudsourceblog.com/2018/04/26/building-a-hybrid-functional-reference-architecture-part-2-it4it/>

NEW QUESTION 17

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