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## Question 1

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**Question Type:** MultipleChoice

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What is a goal of the Diagnostics and Remediation functional component?

**Options:**

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- A- To design, create, and manage Service Contracts
- B- To aggregate Events
- C- To shorten Mean Time to Repair
- D- To manage the lifecycle of Requests for Change

**Answer:**

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C

## Question 2

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**Question Type:** MultipleChoice

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What is the difference between primary and supporting activities in the IT Value Chain?

**Options:**

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- 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:**

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C

## Question 3

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**Question Type: MultipleChoice**

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What is the purpose of the Request Rationalization functional component?

**Options:**

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- 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:**

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D

## Question 4

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**Question Type: MultipleChoice**

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

**Options:**

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- 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:**

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B

## Question 5

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**Question Type:** MultipleChoice

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How does the IT4IT Reference Architecture use the value stream concept?

**Options:**

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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:**

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A

## Question 6

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**Question Type: MultipleChoice**

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

**Options:**

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- 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:**

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D

## Question 7

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**Question Type:** MultipleChoice

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What does the system of record fabric for IT management include?

**Options:**

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- 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:**

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C

## Question 8

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**Question Type:** MultipleChoice

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What are functional components?

**Options:**

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- 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:**

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D



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