

IT4IT™ Foundation Study Guide

Preparation for the IT4IT Part 1 Examination

2nd Edition



Andrew Josey & Michelle Supper

IT4IT™

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Study Guide

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Prepared by Andrew Josey & Michelle Supper

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Study Guide

IT4IT™ Foundation: Preparation for the IT4IT Part 1 Examination, 2nd Edition

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Preface

This Document

This book is a Study Guide for IT4IT™ Foundation. It is based on The Open Group Certification for People: IT4IT™ Conformance Requirements (Level 1). It gives an overview of every learning objective for the IT4IT Foundation certification syllabus and in-depth coverage on preparing and taking the IT4IT Part 1 Examination. It is specifically designed to help individuals to prepare for certification. This 2nd Edition of the document has been updated to align with the IT4IT Reference Architecture, Version 2.1.

The Open Group Certification for People: IT4IT Certification Program is intended to make certification available to people who have knowledge and understanding of the IT4IT Reference Architecture.

The IT4IT Reference Architecture presents the IT service lifecycle in a new and powerful way, and provides a foundation on which to base your IT operating model. Adoption of the Reference Architecture can accelerate IT's transition to becoming a service broker to the business. It can also address the strategic challenges brought about by the implementation of mobility, cloud, big data, security, and Bring Your Own Device (BYOD).

The use of the IT4IT approach allows organizations to:

- Focus on the true role of IT: to deliver services that make the company more competitive and innovative
- Support the multi-sourced service economy, enabling new experiences in driving the self-sourcing of services to power innovation

The audience for this Study Guide includes:

- Individuals who require a basic understanding of the IT4IT Reference Architecture
- IT Professionals/Practitioners who are responsible for delivering services in a way that is flexible, traceable, and cost-effective
- IT Professionals who want to achieve a higher-level certification in the IT4IT Certification Program (when available) in a stepwise approach

A prior knowledge of IT Service Management is advantageous but not required. While reading this Study Guide, the reader should also refer to the IT4IT documentation available at www.opengroup.org/it4it.

The Study Guide is structured as follows:

- Chapter 1 (Introduction) provides a brief introduction to The Open Group IT4IT Certification Program, specifically the IT4IT Foundation certification, and explains how to use this Study Guide as well as how to prepare for the examination
- Chapter 2 (IT4IT Overview) provides a first introduction to the IT4IT Reference Architecture, the IT Value Chain, and the four value streams that make up with IT Value Chain
- Chapter 3 (Key Terminology) describes the terminology of the IT4IT Reference Architecture
- Chapter 4 (Basic Concepts) describes the scope, value propositions, and typical activities of the four value streams, as well as the basic concepts of the IT4IT Reference Architecture, including the Service Model, the Information Model, and the Functional Model
- Chapter 5 (IT4IT Core) describes the five abstraction levels of the IT4IT Reference Architecture and the key concepts of each level
- Chapter 6 (The Strategy to Portfolio Value Stream) describes the objectives, benefits, Key Performance Indicators (KPIs), functional components, and data objects of the Strategy to Portfolio Value Stream
- Chapter 7 (The Requirement to Deploy Value Stream) describes the objectives, benefits KPIs, functional components, and data objects of the Requirement to Deploy Value Stream
- Chapter 8 (The Request to Fulfill Value Stream) describes the objectives, benefits, KPIs, functional components, and data objects of the Request to Fulfill Value Stream
- Chapter 9 (The Detect to Correct Value Stream) describes the objectives, benefits, KPIs, functional components, and data objects of the Detect to Correct Value Stream
- Appendix A (Answers to Exercises and Test Yourself Questions) provides the answers to the Exercises and Test Yourself sections provided at the end of each chapter
- Appendix B (Test Yourself Examination Paper) provides a Test Yourself examination to allow you to assess your knowledge of the

IT4IT Reference Architecture and readiness to take the IT4IT Part 1 Examination

- Appendix C (Test Yourself Examination Paper Answers) provides the answers to the examination in Appendix B
- Appendix D (Functional Component & Data Object Summary) provides summary tables of the IT4IT Reference Architecture functional components and data objects
- Appendix E (IT4IT Foundation Certification Syllabus) provides the IT4IT Foundation certification syllabus

How to Use this Study Guide

The chapters in this Study Guide are arranged to provide coverage of the IT4IT Foundation certification syllabus (see Appendix E) and should be read in order. However, you may wish to use this Study Guide during review of topics with which you are already familiar, and it is certainly possible to select topics for review in any order. Where a topic requires further information from a later part in the syllabus, a cross-reference is provided.

Each chapter includes:

- “Key Learning Points” and “Summary” sections to help you to easily identify what you need to know for each topic
- A “Recommended Reading” section that indicates the relevant sections in the IT4IT Reference Architecture that can be read to obtain a further understanding of the subject material
- “Exercises” and “Test Yourself Questions” sections that will help you to check your understanding of the chapter, and prepare for the IT4IT Part 1 Examination; these include open questions, simple exercises, and multiple-choice format questions where you must identify one correct answer

Finally, at the end of this Study Guide is a “Test Yourself” practice examination paper that you can use to test your readiness to take the official IT4IT Part 1 Examination.

Conventions Used in this Study Guide

The following conventions are used throughout this Study Guide in order to help identify important information and avoid confusion over the intended meaning.

- **Ellipsis (...)**
Indicates a continuation; such as an incomplete list of example items, or a continuation from preceding text.
- **Bold**
Used to highlight specific terms.
- *Italics*
Used for emphasis. May also refer to other external documents.
- *(Syllabus Reference: Unit X, Unit Name, Learning Outcome Y: Statement)*
Used at the start of a text block to identify the IT4IT Foundation certification syllabus learning outcome. For example, *Syllabus Reference: Unit 2, Definitions, Learning Outcome 1* refers to the first learning outcome in Unit 2. If a learning outcome has subsidiary outcomes then a notation Y-N is used; e.g., 1-1, 1-2.

In addition to typographical conventions, the following conventions are used to highlight segments of text:



A Note Box is used to highlight useful or interesting information.



A Tip Box is used to provide key information that can save you time or that may not be entirely obvious.

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- Capture, understand, and address current and emerging requirements, and establish policies and share best practices

- Facilitate interoperability, develop consensus, and evolve and integrate specifications and open source technologies
- Operate the industry's premier certification service

Further information on The Open Group is available at www.opengroup.org.

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Readers should note that updates – in the form of Corrigenda – may apply to any publication. This information is published at www.opengroup.org/corrigenda.

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References

The following documents are referenced in this Study Guide:

- ArchiMate® 3.0 Specification, Open Group Standard, C162, June 2016, published by The Open Group; refer to: www.opengroup.org/bookstore/catalog/c162.htm
- M. Porter: Competitive Advantage: Creating and Sustaining Superior Performance, ISBN: 978-0684841465, Free Press; 1st Edition (June 1998)
- The Open Group IT4IT™ Reference Architecture, Version 2.1, Open Group Standard, C171, January 2017, published by The Open Group; refer to: www.opengroup.org/bookstore/catalog/c171.htm
- The Open Group IT4IT™ Reference Architecture, Version 2.1 Reference Cards, N170, January 2017, published by The Open Group; refer to: www.opengroup.org/bookstore/catalog/n170.htm
- The Open Group® Certification for People: IT4IT™ Conformance Requirements, Version 1.1, X1702, April 2017, published by The Open Group; refer to: www.opengroup.org/bookstore/catalog/x1702.htm
- Unified Modeling Language (UML), Object Management Group (OMG); refer to: www.uml.org

The following web links are referenced in this Study Guide:

- The Open Group IT4IT Certification website: www.opengroup.org/certifications/it4it

Chapter 1

Introduction

1.1 Key Learning Points

This document is a Study Guide to The Open Group Certification for People: IT4IT Certification Program.

It covers every learning objective of the IT4IT Foundation certification syllabus, and has learning resources that have been specifically designed to prepare individuals who wish to take and pass the IT4IT Part 1 Examination.

This first chapter will familiarize you with The Open Group IT4IT Certification Program and its principles, and also provide important information about the structure of the examination.

The objectives of this chapter are as follows:

- To provide an understanding of IT4IT certification and why you should become certified
- To learn key facts about the IT4IT Part 1 Examination

1.2 The Open Group IT4IT Certification Program

(Syllabus Reference: Unit 9, IT4IT Certification Program, Learning Outcome 1: You should be able to explain The Open Group IT4IT Certification Program and distinguish between the levels for certification.)

Certification is available to individuals who wish to demonstrate that they have attained the required knowledge and understanding of the IT4IT Reference Architecture.

At the time of writing there is a single level defined for IT4IT certification:

- Level 1: IT4IT Foundation

1.2.1 Program Vision and Principles

The vision for the program is to define and promote a market-driven education and certification program to support the IT4IT Reference Architecture. The program has been designed with the following principles in mind:

Table 1: Certification Principles

Principle	Certification Aspects
Openness	The program is open to applicants from all countries.
Fairness	Certification is achieved only by passing an examination that is equivalent to that taken by any other candidate.
Market Relevance	The program is structured to meet the perceived needs of the market.
Learning Support	Training courses are provided by third parties.
Quality	Training course providers may choose to seek Open Group accreditation for their courses. Accredited courses are listed on The Open Group website. Only accredited courses may use The Open Group logo.
Best Practice	The program is designed to follow industry best practice for equivalent certification programs.

1.2.2 Certification Document Structure

The documents available to support the program are as shown in Figure 1.

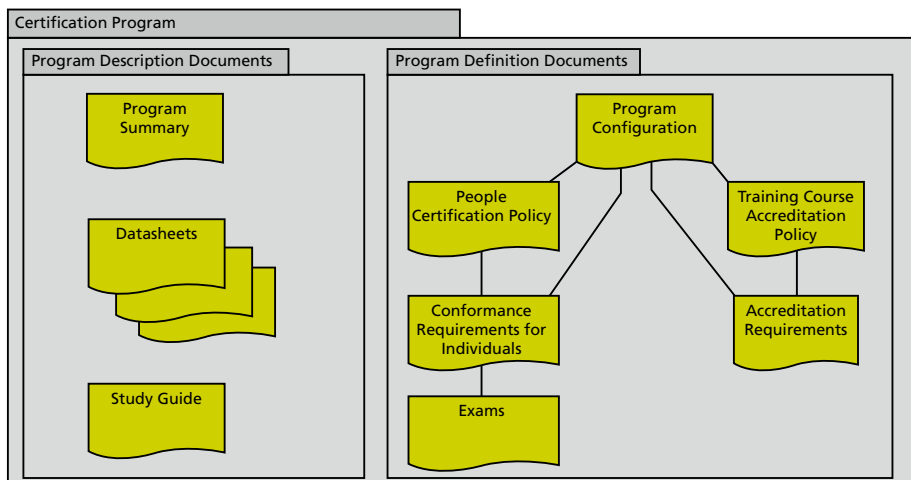


Figure 1: Certification Document Structure

Program description documents, such as this Study Guide, are intended for an end-user audience including those interested in becoming certified. The program definition documents are intended for trainers, examination developers, and the Certification Authority. All of these documents are available from The Open Group website.¹



Why become Certified?

Becoming certified demonstrates publicly that you understand the IT4IT Reference Architecture. The Open Group publishes the definitive directory of IT4IT certified individuals and issues certificates.

1.2.3 IT4IT Foundation

The purpose of certification for IT4IT Foundation is to provide validation that the candidate has gained knowledge of the fundamentals of the IT4IT Reference Architecture, including knowledge of the terminology, structure, and basic concepts. The learning objectives at this level focus on knowledge and comprehension. Certification for IT4IT Foundation is achieved by passing the IT4IT Part 1 Examination; this is a multiple-choice examination with 40 questions.²

1.2.4 IT4IT Foundation Certification Syllabus Overview

Individuals holding the IT4IT Foundation certification will have demonstrated their understanding of:

- The basic concepts of the IT4IT Reference Architecture and the IT Value Chain
- The concepts of IT4IT Core
- The key terminology of IT4IT
- The four value streams:
 - The Strategy to Portfolio Value Stream
 - The Requirement to Deploy Value Stream
 - The Request to Fulfill Value Stream
 - The Detect to Correct Value Stream
- The IT4IT Certification Program

¹ Available from the IT4IT certification website at: www.opengroup.org/certifications/it4it or from The Open Group Bookstore at www.opengroup.org/bookstore.

² For the latest information on examinations, see the IT4IT certification website at: www.opengroup.org/certifications/it4it.

1.2.5 The Certification Process

This Study Guide is aimed at preparing you to become certified for IT4IT Foundation. An overview of the certification process is shown in Figure 2 (using ArchiMate® notation).

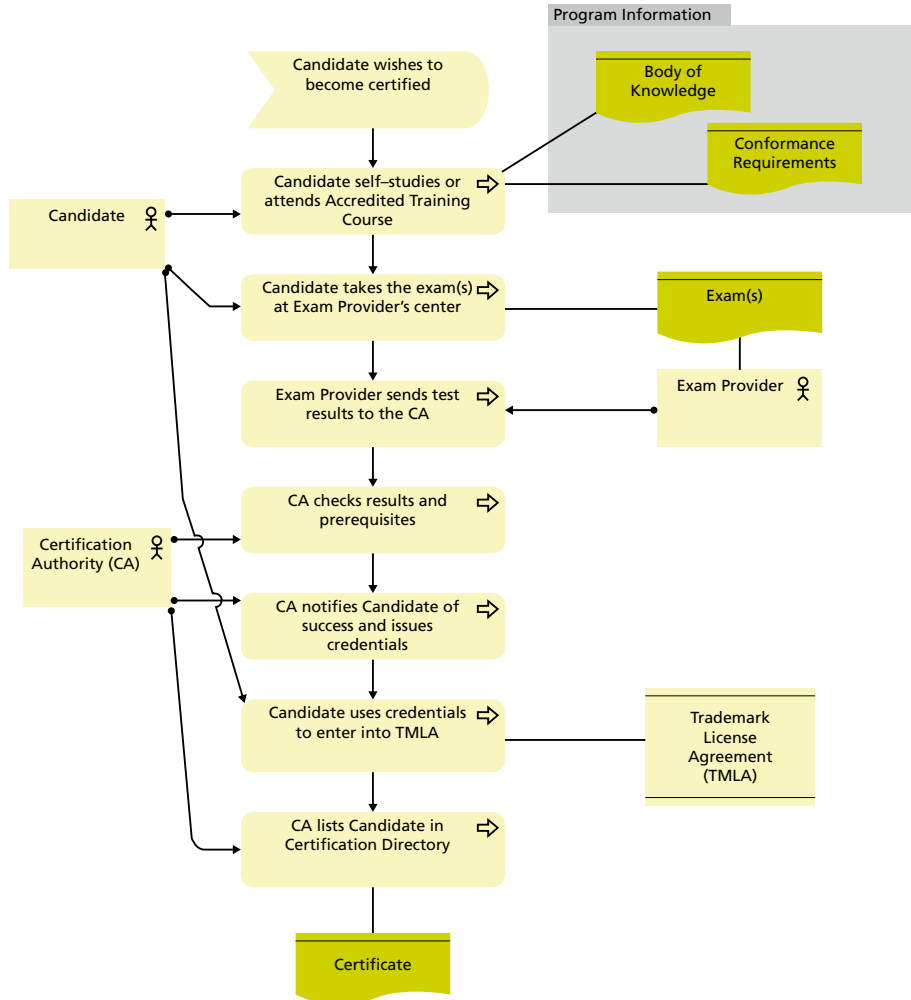


Figure 2: Certification Process

The process for becoming certified as shown in Figure 2 is as follows:

1. Candidate wishes to become certified.

To achieve IT4IT Foundation certification, the candidate must possess a thorough knowledge and understanding of those elements of the IT4IT

Reference Architecture identified in the Conformance Requirements as being mandatory.

2. Candidate self-studies or attends an Accredited Training Course.

A candidate can self-study or attend an Accredited Training Course. The two key inputs to the learning process are the IT4IT Reference Architecture itself and the Conformance Requirements. The Conformance Requirements identify which elements of the IT4IT Reference Architecture must be known to achieve certification.

3. Candidate takes the examination(s) at Examination Provider's test center.

Certification is achieved by passing the applicable examination(s) delivered at The Open Group Examination Provider's test center. Candidates who fail to meet the required pass mark will be informed of this and are encouraged to undergo further study and re-sit the examination at a later date. Candidates who fail an examination are not allowed to re-sit an examination again for a period as defined in the current retake policy for the program, which is available from the Certification Authority's website. At the time of writing this period is one (1) month.

4. Certification Authority (CA) checks results and prerequisites.

The examination results of all Candidates will be sent to the Certification Authority for review. The Certification Authority will ensure that the pass mark has been achieved, and also check that Candidates have not failed an examination within the previous month.

5. Certification Authority notifies candidate of success and issues credentials.

The Certification Authority will notify the candidate in writing of their decision. If the application for certification is accepted, the Certification Authority will issue credentials that will enable the successful candidate to access the Certification Authority's website to accept the terms of, and enter into, a Trademark License Agreement (TMLA) with the Certification Authority.

6. Candidate uses credentials to enter into Trademark License Agreement. The candidate can then use the credentials to access the Certification Authority's website to enter into a TMLA with the Certification Authority and to obtain the artwork of the applicable Program Logo.
7. Certification Authority lists candidate in Certification Directory.

The Certification Authority will then make a Certificate available to the candidate in electronic form, and enter the candidate's Certification Record into the Certification Directory. The credentials will also allow the Certified Person to control to whom the Certification Record is disclosed and to update their contact and employer information in the Certification Record.

1.2.5.1 IT4IT Part 1 Examination Coverage by Topic

The IT4IT Foundation certification syllabus can be found in Appendix E. The topic areas are weighted; those with higher weighting are considered to be more important, and this is reflected in the examination. The topic areas covered by the examination together with the number of questions per area in the examination are provided in Table 2. It should be noted that Unit 9 is non-examinable.

Table 2: IT4IT Part 1 Examination Coverage

Unit	Topic	No. of Questions
1	IT4IT Overview	4
2	Definitions	0
3	Basic Concepts	8
4	IT4IT Core	8
5	Strategy to Portfolio Value Stream	5
6	Requirement to Deploy Value Stream	5
7	Request to Fulfill Value Stream	5
8	Detect to Correct Value Stream	5
9	The Open Group IT4IT Certification Program	0