

WGU Introduction-to-IT Valid Exam Syllabus - Introduction-to-IT Valid Mock Test

WGU, Introduction to IT - C182 Exam Updated 2026 with complete solution

What are core components of IT? - ANSWERHardware
Software
People

What are some visions and goals of IT? - ANSWERCommunication, both internal and external
Sharing of resources
Facilitating the integration of Departments
Management of Information
Ensuring that the organization runs according to ethical practices

Why is IT viewed as a system? - ANSWERA system is a combination of independent parts all working together to accomplish a goal.

What are some skills needed by IT personnel? - ANSWERTroubleshooting and problem solving.
Knowledge of operating systems.
System level programming.
System security
Hardware

Describe trouble shooting (IT Skill) - ANSWERDetect and diagnose a problem, then find a solution. Examples: Poor processor performance, full hard drive, virus or other malware.

Describe knowledge of OS's (IT Skill) - ANSWEROperating system installation, application software installation, user account creation, system monitoring. Examples: versions of Windows, Mac OS, Linux, Unix, etc.

Describe system level programming (IT Skill) - ANSWERShell scripts to automate processes, manipulating configuration files for system services. Examples: Bash, Csh scripts, Ruby scripts, C/C++ programs

Describe system security (IT Skill) - ANSWEREnsuring proper system security is in place. Following or drafting policies for users. Monitoring for threats. Examples: Keeping security patches up to date, configuring a system firewall, installing anti-malware software, examining log files of evidence of breaches or attacks.

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Certification has become a prerequisite for employment and career growth in the WGU industry for reputable companies. To advance comfortably in your career, passing the Introduction-to-IT exam is a valuable validation of your expertise. However, many

test takers struggle to find updated WGU Introduction to IT (Introduction-to-IT) dumps and fail to prepare effectively in a short period, resulting in a loss of time, money, and motivation.

WGU Introduction to IT Sample Questions (Q100-Q105):

NEW QUESTION # 100

Which type of services are Google Apps, Dropbox, and GoToMeeting?

- A. Platform-as-a-Service (PaaS)
- B. Infrastructure-as-a-Service (IaaS)
- C. Security-as-a-Service (SECaaS)
- **D. Software-as-a-Service (SaaS)**

Answer: D

Explanation:

Google Apps, Dropbox, and GoToMeeting are all examples of Software-as-a-Service (SaaS). SaaS is a software distribution model in which a third-party provider hosts applications and makes them available to customers over the internet. This contrasts with IaaS, which provides virtualized computing resources over the internet, and PaaS, which offers hardware and software tools over the internet.

1. Google Apps (now Google Workspace) provides productivity and collaboration tools.
2. Dropbox offers cloud storage and file synchronization services.
3. GoToMeeting is an online meeting, desktop sharing, and video conferencing software.

All three services are accessed over the internet and do not require users to manage hardware or software updates, which is characteristic of the SaaS model.

References: The information is verified by multiple sources that discuss cloud service models, including articles that specifically categorize Google Workspace, Dropbox, and GoToMeeting as SaaS^{1,2}. Additionally, Google's support documentation for GoToMeeting integration with Google Workspace further supports this classification³.

NEW QUESTION # 101

What are two signs of a phishing e-mail?

Choose 2 answers

- **A. An e-mail from an organization you don't recognize**
- B. Frequent reminders from the same e-mail address
- C. A link to a website sent by a family member
- **D. Poor grammar and spelling errors**
- E. Personalized greetings

Answer: A,D

Explanation:

1. Poor grammar and spelling errors: Phishing emails often contain mistakes in language, grammar, or spelling.

These errors can be a red flag that the email is not legitimate.

2. An email from an organization you don't recognize: Be cautious if you receive an email from an unfamiliar organization. Verify the sender's legitimacy before taking any action.

References:

*1Cofense: 10 Signs of a Phishing Email

*2CrowdStrike: How to Spot a Phishing Email

*3Malwarebytes: Phishing Email - How to Identify and Avoid Phishing Attacks

*4SecurityMetrics: 7 Ways to Recognize a Phishing Email

NEW QUESTION # 102

Which statement best describes the purpose of a business intelligence (BI) system?

- A. A BI system allows access to raw data.
- **B. A BI system helps the strategic decision-making process.**
- C. A BI system uses only proprietary data to maximize quality.
- D. A BI system integrates all departments in an organization.

Answer: B

Explanation:

Business Intelligence (BI) systems are designed to analyze data and provide actionable information that aids in strategic decision-making. The purpose of a BI system is not merely to integrate departments or provide access to raw data, nor is it limited to using only proprietary data. Instead, BI systems enable organizations to make informed decisions based on the analysis of a wide range of data. Here's how they work:

1. **Data Collection:** BI systems collect data from various sources within the organization, including all departments.
2. **Data Storage:** The collected data is then stored in a secure and accessible manner, often in data warehouses.
3. **Data Analysis:** BI tools analyze this data to find patterns, trends, and insights. This analysis can include descriptive analytics to understand past performance and predictive analytics to forecast future trends.
4. **Information Presentation:** The insights are then presented in an understandable format, such as reports or dashboards, which decision-makers can use to guide their strategic choices.

References: The information provided is corroborated by multiple sources that describe the role and purpose of BI systems. They emphasize the importance of BI in analyzing data to support business decisions, rather than just integrating departments or providing raw data access¹²³⁴. These sources outline the BI process from data collection to analysis and reporting, highlighting its value in strategic decision-making.

NEW QUESTION # 103

What is the arrangement of network devices in a mesh topology?

- A. All devices are connected to a single central device.
- **B. Every device is connected to every other device.**
- C. Every device is connected to exactly two other devices.
- D. Devices are connected to a common communication line.

Answer: B

Explanation:

In a mesh topology, every device is connected to every other device. In Information Technology networking fundamentals, a full mesh topology provides multiple direct paths between nodes, which improves redundancy and fault tolerance. If one connection fails, data can often be rerouted through other links, reducing the chance of total network disruption. This makes mesh designs valuable for mission-critical environments where high availability is required. However, the number of connections grows quickly as devices increase, which raises cost, complexity, and management overhead. The other options describe different topologies: a star topology connects all devices to a central device such as a switch, a bus topology connects devices to a single shared communication line, and a ring topology connects each device to exactly two others, forming a loop. Because the defining feature of a mesh is the extensive interconnection among devices, the correct description is that every device is connected to every other device. Therefore, the correct answer is option C.

NEW QUESTION # 104

What is a step for considering risk during the planning phase of project management?

- A. Comparing project progress to milestones
- **B. Prioritizing by severity and likelihood**
- C. Listing each possible cause of failure
- D. Establishing clear and attainable goals

Answer: B

Explanation:

Risk planning in project management includes identifying risks and then analyzing and prioritizing them so the team can focus on the most serious threats. A standard step taught in Information Technology project management is prioritizing risks by severity and likelihood. Severity reflects the impact on scope, cost, schedule, security, or quality if the risk occurs, while likelihood reflects the probability of occurrence.

Combining these factors helps create a risk matrix and guides decisions about mitigation strategies, contingency plans, and resource allocation. Comparing project progress to milestones is part of monitoring and controlling during execution, not risk planning. Listing each possible cause of failure is related to risk identification, but on its own it does not complete the analysis step that determines which risks matter most.

Establishing clear and attainable goals is part of initiation and planning, but it is not specifically a risk analysis technique. Because the

question asks for a step for considering risk during planning, prioritizing by severity and likelihood is the best match. Therefore, the correct answer is option A.

NEW QUESTION # 105

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The article goes on to discuss job polarization" Introduction-to-IT Valid Mock Test which is the idea that the growing use of computers and automation has resulted in job growth being concentrated in both New Introduction-to-IT Real Test the highestand lowest paid occupations, while jobs in the middle have declined.

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