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**WGU C954-Information Technology Management
Verified Multiple Choice and Conceptual Actual
Emended Exam Questions With Reviewed 100%**

Correct Detailed Answers

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1. What is the definition of a fact in information systems?

- A. A prediction based on historical data
- B. A confirmation or validation of an event or object
- C. A subjective interpretation of events
- D. A collection of customer preferences

2. The "Information Age" refers to which of the following?

- A. A period when handwritten records were dominant
- B. A time when infinite quantities of facts are widely available to anyone with computer access
- C. An era when only businesses controlled information
- D. The industrial era of mass production

3. The Internet of Things (IoT) is best described as:

- A. A wireless network designed only for large corporations
- B. A world where interconnected Internet-enabled devices collect and share data without human intervention
- C. A system for email communication between devices
- D. A marketing term for mobile applications

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WGU Information Technology Management QGC1 Sample Questions (Q190-Q195):

NEW QUESTION # 190

Which statement describes the analysis phase of the systems development life cycle (SDLC)?

- A. Identifying end-user business requirements and refining project goals into defined functions and operations
- B. Establishing a high-level strategy and goals for an intended project
- C. Establishing full descriptions of the desired features and operations of the system
- D. Physically constructing software and information systems using programming languages

Answer: A

Explanation:

Analysis Phase in SDLC:

The analysis phase involves gathering detailed requirements from stakeholders to ensure the system aligns with business needs.

This phase translates high-level goals into specific functions, operations, and deliverables.

Key Activities in the Analysis Phase:

Engaging stakeholders and subject-matter experts.

Documenting requirements in detail (e.g., user stories, use cases).

Identifying potential constraints and refining goals.

Incorrect Options Analysis:

A. Physically constructing software: Part of the development phase.

B. Desired features descriptions: Happens in the design phase.

D. High-level strategy: Belongs to the planning phase.

and Documents of Information Technology Management:

"SDLC Analysis Phase Best Practices" (Gartner).

ITIL Requirement Gathering Framework (Axelos).

NEW QUESTION # 191

Which pair of terms describes an add-on that purports to serve a useful function while transmitting user data and displaying pop-up boxes without the user's knowledge or permission?

- A. Adware and spyware
- B. Ethics and cost
- C. Hackers and viruses
- D. Downtime and uptime

Answer: A

NEW QUESTION # 192

Which operational customer relationship management (CRM) technology maintains customer data and identifies prospective customers for future sales?

- A. Call scripting
- B. Campaign management
- C. Cross-selling

- **D. Contact management**

Answer: D

Explanation:

- * Operational CRM Overview:
- * Operational CRM technologies support day-to-day customer interactions and data management.
- * Contact management is the specific technology used to store customer information, track interactions, and manage future sales opportunities.
- * Application in the Scenario:
- * Maintaining customer data and identifying prospective customers for future sales are core functions of contact management systems in CRM.
- * Why Other Options Are Incorrect:
- * Option A (Cross-selling): Cross-selling is a sales strategy, not a CRM technology.
- * Option B (Campaign management): Campaign management focuses on organizing marketing campaigns.
- * Option C (Call scripting): Call scripting aids in customer interactions but does not manage customer data.

References:

- * Operational CRM Tools Overview - Zoho CRM
- * Contact Management Best Practices - Salesforce

NEW QUESTION # 193

How might global population growth impact IT leaders?

- A. By restricting access to conserve existing resources
- **B. By supporting the rapid expansion of digital infrastructures**
- C. By delaying upgrades until population trends stabilize
- D. By focusing on routine system upkeep instead of expanding

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Global population growth increases the number of people who need access to technology, communication, data, and digital services. For IT leaders, this trend translates into a need to expand digital infrastructures quickly and strategically to support more users, more devices, and more data.

Key implications of population growth for IT leadership include:

Planning for greater capacity in networks, storage, and computing power.

Scaling systems to support increased internet usage, online services, and applications.

Extending digital access to new regions, communities, and markets.

Ensuring infrastructure can handle greater demand, traffic, and load while maintaining performance and reliability.

Why the other options are not aligned with typical IT leadership responses:

B. By restricting access to conserve existing resources - Limiting access conflicts with organizational and societal goals to expand connectivity and inclusion.

C. By delaying upgrades until population trends stabilize - Waiting would create capacity shortfalls and service issues; IT leaders typically plan ahead of demand.

D. By focusing on routine system upkeep instead of expanding - Routine maintenance remains important, but population growth pushes leaders to prioritize expansion and scalability, not just upkeep.

Therefore, global population growth most directly impacts IT leaders by supporting and driving the rapid expansion of digital infrastructures, making B the correct answer.

NEW QUESTION # 194

Which IT ethics policy discloses some or all of the ways an organization gathers, uses, discloses, and manages customer or client data?

- **A. Information privacy**
- B. Acceptable use
- C. Social media
- D. Email privacy

Answer: A

Explanation:

Definition of Information Privacy Policy:

An Information Privacy Policy explains how an organization collects, uses, discloses, and manages customer or client data. It addresses data protection, compliance with legal requirements (e.g., GDPR, HIPAA), and organizational transparency.

Purpose of an Information Privacy Policy:

Ensures customers know how their personal data is handled.

Builds trust and promotes ethical data usage practices.

Incorrect Options Analysis:

Email Privacy: Covers email communications but not broader data practices.

Social Media: Focuses on employee behavior on social platforms, not customer data.

Acceptable Use: Addresses general IT use policies, not specifically data privacy.

and Documents of Information Technology Management:

General Data Protection Regulation (GDPR) Documentation.

ISO/IEC 27018: Cloud Privacy Framework (ISO Standards).

ITIL Foundation: Privacy Management in Service Design (Axelos Publications).

NEW QUESTION # 195

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