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WGU Information Technology Management QGC1 Sample Questions (Q179-Q184):

NEW QUESTION # 179

Which role does IT compliance play in protecting an organization?

- A. It shifts responsibility for data issues to IT contractors.
- **B. It helps prevent legal penalties and reputational harm.**
- C. It supports regular audits and secure system updates.
- D. It sets flexible privacy rules and allows independent oversight.

Answer: B

Explanation:

IT compliance ensures that an organization's technology practices align with applicable laws, regulations, and industry standards. Its primary protective role is to help prevent legal penalties, financial fines, and reputational damage that can arise from noncompliance with regulations such as GDPR, HIPAA, or SOX.

Compliance also builds trust with stakeholders and customers by demonstrating responsible IT practices.

Option A: Incorrect, compliance does not shift responsibility; it ensures organizational accountability.

Option B: Incorrect, compliance is not about "flexible rules," but adherence to specific regulatory standards.

Option C: Partial truth-audits and updates are part of compliance, but the broader protective role is avoiding penalties and reputational harm.

Thus, IT compliance plays the role of protecting the organization from legal and reputational risks.

Reference:

WGU Information Technology Management - IT Governance and Compliance, section on Compliance Objectives and Benefits.

NEW QUESTION # 180

Which staffing issue can occur with offshore outsourcing?

- A. Longer onboarding timelines
- **B. High turnover with less consistency**
- C. Increased time spent on coordination
- D. Limited visibility into daily work

Answer: B

Explanation:

A significant staffing issue in offshore outsourcing is high employee turnover, which leads to inconsistent performance, knowledge loss, and increased training costs. Retention challenges in offshore teams can disrupt long-term projects and service consistency.

Option B: Coordination time is a project management challenge, not specifically staffing.

Option C: Limited visibility is a management oversight issue, not staffing.

Option D: Onboarding timelines may vary but are not a primary staffing concern.

Thus, the staffing issue is high turnover with less consistency.

Reference:

WGU Information Technology Management - IT Outsourcing, section on Staffing and Retention Challenges.

NEW QUESTION # 181

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

Answer: D

NEW QUESTION # 182

Which type of software would a company use to view the physical world with computer-generated layers of information added to it?

- A. Intelligent agent
- B. Expert systems
- **C. Augmented reality**
- D. Neural network

Answer: C

Explanation:

* Understanding Augmented Reality (AR):

* AR overlays digital content onto the physical world, enhancing real-world environments with computer-generated information.

* Examples include AR applications for navigation, product visualization, and immersive training.

* Use Case in Organizations:

* Companies use AR to provide enriched customer experiences, visualize complex data, and streamline operations.

* For example, AR apps can show additional product details or simulate how a product fits into a real-world environment.

* Why Other Options Are Incorrect:

* Option A (Expert systems): Expert systems use rule-based logic to solve problems but do not overlay information on the real world.

* Option B (Intelligent agent): Intelligent agents automate tasks and do not involve AR functionalities.

* Option C (Neural network): Neural networks focus on data processing, not augmenting reality.

References:

* "Augmented Reality in Enterprise Applications" - Harvard Business Review

* AR Standards and Applications - AR Association

NEW QUESTION # 183

What should an IT leader consider when creating a presentation that will be delivered to the board of directors?

- A. Focus on problems rather than solutions
- B. Brevity is key because of time constraints
- C. Be thorough and provide all the technical details
- **D. Know the audience and speak to their level of knowledge**

Answer: D

NEW QUESTION # 184

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