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WGU Introduction-to-IT Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"> Structure, function, and security associated with networks: This section of the exam measures skills of IT Support Specialists and outlines the basic components of networks, how they operate, and the security needed to protect them. It provides a simple view of how network structures support communication and how security measures protect information. |

| | |
|---------|---|
| Topic 2 | <ul style="list-style-type: none"> • Introduction to IT: This section of the exam measures the skills of IT Support Specialists and explains information technology as a discipline, along with how the IT department supports business activities. It provides a simple overview of different IT areas such as systems and services, networks and security, scripting and programming, data management, and the business side of IT. Learners see how these areas connect with each other and how they contribute to organizational operations. |
| Topic 3 | <ul style="list-style-type: none"> • Role of the IT department in IT infrastructure management, disaster recovery, and business continuity processes: This section of the exam measures skills of Systems Administrators and explains how the IT department manages infrastructure and supports recovery processes to keep operations running during disruptions. It introduces how IT teams protect systems, restore services, and maintain continuity for the business. |
| Topic 4 | <ul style="list-style-type: none"> • Data management functions in databases: This section of the exam measures the skills of Systems Administrators and summarizes the basic functions involved in managing data within databases. It introduces how data is stored, organized, and accessed, giving learners a simple understanding of how essential database tasks support business information needs. |
| Topic 5 | <ul style="list-style-type: none"> • Basics of Programming Languages in Software Development: This section of the exam assesses the skills of IT Support Specialists and covers the fundamental purpose of programming languages in software development. It provides a simple description of how programming works and how developers use languages to build tools and applications. |

WGU Introduction to IT Sample Questions (Q104-Q109):

NEW QUESTION # 104

An Instructor delivers a quiz to the students in a class, assigns a grade to each quiz, and determines the minimum, maximum, and average grade. When the quizzes are returned, the students receive the average differential for each grade.

Which content is considered data in this scenario?

- A. The grade for each quiz
- B. The average grade for all quizzes
- C. The average differential for each quiz
- D. The minimum and maximum grade for all quizzes

Answer: A

Explanation:

In this scenario, the grade for each quiz is considered data. Each student's specific score represents a discrete piece of information, and collectively, these individual grades form the dataset that the instructor analyzes to calculate the minimum, maximum, and average grades¹. The other options (average differential, minimum and maximum grade for all quizzes, and average grade for all quizzes) are derived metrics or summaries based on this raw data².

NEW QUESTION # 105

Which part of a computer system is hardware?

- A. Compiler
- B. Kernel
- C. Random-access memory
- D. Operating system

Answer: C

Explanation:

Hardware refers to the physical, tangible components of a computer system, while software refers to programs and instructions. Random-access memory, or RAM, is hardware because it is a physical set of memory chips installed in the computer, typically on removable modules. RAM provides temporary working storage for the operating system and applications while they are running, allowing fast read and write access compared to long-term storage devices. A compiler is software that translates source code into machine code. The kernel is software and is the core part of an operating system that manages resources such as processes,

memory, and device access. The operating system itself is also software that controls the computer and provides services to applications. In Information Technology fundamentals, distinguishing hardware from software is a key concept: hardware includes CPU, RAM, motherboard, storage, and peripherals; software includes the operating system, applications, and programming tools. Since RAM is a physical component, it is the correct answer for the hardware part listed.

NEW QUESTION # 106

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. Personalized greetings
- E. Poor grammar and spelling errors

Answer: A,E

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 # 107

What is a component of disaster recovery strategies?

- A. Off-site storage
- B. Parallel processing
- C. Service variety
- D. User authentication

Answer: A

Explanation:

Off-site storage is a key component of disaster recovery strategies because it protects critical data from local disasters and facility failures. In Information Technology, disaster recovery focuses on restoring systems, applications, and data after disruptive events such as fires, floods, theft, ransomware, or power failures. If backups are stored only on-site, the same event that damages the primary systems can destroy the backups as well. Off-site storage places backup copies in a physically separate location, reducing the risk of total data loss. It may be implemented through secure tape vaulting, remote backup servers, third-party backup facilities, or cloud-based backup services. Disaster recovery planning typically defines backup schedules, retention periods, recovery procedures, and target recovery goals, such as recovery time objective and recovery point objective. While user authentication supports security and parallel processing relates to performance, they are not core elements that ensure data remains available after a site-level disaster.

Therefore, off-site storage is correctly identified as a component of disaster recovery strategies.

NEW QUESTION # 108

Why is business continuity planning essential?

- A. It allows for succession planning.
- B. It ensures that the company will be profitable.
- C. It allows for the quickest return to business operations.
- D. It ensures that the company will avoid asset loss.

