

# Valid Introduction-to-IT Test Sample - Introduction-to-IT Training Online

## Introduction to IT - C182 - Practice Test - Includes Pre-Assessment and Module Questions

What is the definition of information technology (IT)?

- a. It is a system of dependent parts working separately to accomplish information goals.
- b. It is a system indirectly used to support and improve particular aspects of a department.
- c. It is the technology used to create data, configure servers, and construct buildings.
- d. It is the technology used to create, maintain, and make information accessible.

Which IT position has the responsibility of working with routers and switches?

- a. Network administrator
- b. Systems administrator
- c. Database administrator
- d. Website administrator

In which generation were silicon chips first used in computers?

- a. First generation
- b. Second generation
- c. Third generation
- d. Fourth generation

Which low-level language corresponds one-to-one with assembly?

- a. Translator language
- b. Machine language
- c. Compiler language
- d. Programming language

Which service allows users to use a software application installed on a remote server?

- a. IaaS
- b. RFID
- c. SaaS
- d. PaaS

What is one of IT's roles in globalization?

- a. It provides support for JIT manufacturing.
- b. It allows companies to achieve ISO 9001:2008 certification.
- c. It provides tax havens for companies.
- d. It allows companies to reach a wider customer base.

Which category of computer has an external flat screen monitor, optical disk drive, and a large capacity hard drive?

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## WGU Introduction-to-IT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Basics of Programming Languages in Software Development:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Data management functions in databases:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Role of the IT department in IT infrastructure management, disaster recovery, and business continuity processes:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Introduction to IT:</b> 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.</li> </ul>

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### WGU Introduction to IT Sample Questions (Q54-Q59):

#### NEW QUESTION # 54

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

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

**Answer: C**

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 access<sup>1234</sup>. These sources outline the BI process from data collection to analysis and reporting, highlighting its value in strategic decision-making.

#### NEW QUESTION # 55

What can applications use to interact with a database?

- A. Operating System
- **B. SQL**
- C. Java Database Connectivity
- D. IIAS

**Answer: B**

#### NEW QUESTION # 56

Which category of software is protected by copyright laws but is available at no cost?

- **A. Freeware**
- B. Closed-source
- C. Public domain
- D. Shareware

**Answer: A**

Explanation:

Freeware is software that is distributed at no monetary cost while still remaining protected by copyright laws.

In Information Technology, freeware is typically fully usable without payment, but the creator or publisher retains ownership and controls the license terms. This means users may be allowed to install and use the software for free, yet they are not automatically allowed to modify the source code, resell it, or redistribute it beyond what the license permits. This distinguishes freeware from public domain software, which has no intellectual property protections and can be used, modified, and redistributed freely. It also differs from shareware, which is often free only as a trial or feature-limited version intended to encourage later purchase.

Closed-source describes whether source code is available, not whether the software is free of charge. Many freeware products are also closed-source, but the key idea in the question is free availability with copyright protection. Therefore, the correct category is freeware.

#### NEW QUESTION # 57

What does the following SQL statement produce when executed?

```
SELECT * FROM Customers  
WHERE State = 'Arizona';
```

- A. All of the records from the Customers database that are located in Arizona
- **B. All of the records from the Customers table that are located in Arizona**
- C. All of the records from the Customers table
- D. All of the records from the Customers database

**Answer: B**

Explanation:

The SQL statement provided is a SELECT query that retrieves data from a table within a database. Here's a breakdown of the statement:

\*SELECT \*: This part of the query specifies that all columns from the specified table should be returned in the result set.

\*FROM Customers: This indicates that the table from which to retrieve the data is named 'Customers'.

\*WHERE State = 'Arizona': This is a condition that filters the results to only include rows where the 'State' column contains the value 'Arizona'.

Therefore, when this SQL statement is executed, it will produce a result set that includes all columns for all records in the 'Customers' table where the 'State' is 'Arizona'.

References

\*SQL documentation on SELECT statements.

\*Database management textbooks and online resources that cover SQL syntax and query execution.

### NEW QUESTION # 58

How can the organizational culture support ethical guidelines?

- A. By creating the system requirements for computers in the organization
- B. By creating the government regulations that apply to the organization
- C. By outlining the roles of IT specialists in the organization
- **D. By outlining the protocols to support security and privacy of data**

**Answer: D**

Explanation:

1. **Ethical Leadership:** Leaders should model ethical behavior, make decisions in the best interest of stakeholders, and ensure fairness. Ethical leaders influence followers to do the right thing.
2. **Ethical Practices:** Implement critical organizational practices related to ethics, including recruitment, training, policies, accountability, and decision-making.
3. **Ethical Climate:** Communicate ethical expectations beyond policies. Foster an environment where employees understand ethics and their implications.

References:

1. How to Create a Culture of Ethics & Accountability in the Workplace
2. Ethics and Organizational Culture
3. How Ethical Leadership Impacts Organizational Culture
4. The Relationship Between Ethics and Organizational Culture

### NEW QUESTION # 59

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