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## - Information-Technology-Management Testdump



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## WGU Information Technology Management QGC1 Sample Questions (Q82-Q87):

### NEW QUESTION # 82

What is an advantage of virtualization?

- A. Increases reliance on manual operations
- B. Allows for greater workload stagnation
- C. Restricts the availability of resources
- D. Reduces the cost of ownership and makes IT simpler to manage

**Answer: D**

Explanation:

#### Understanding Virtualization:

Virtualization is the process of creating virtual versions of physical resources, such as servers, storage, or networks, to maximize their utilization.

#### Cost Reduction and Simplified Management:

Virtualization reduces hardware costs by allowing multiple virtual machines to run on a single physical server.

It simplifies IT management by enabling easier resource allocation, scaling, and disaster recovery.

#### Why Other Options Are Incorrect:

Option A: Virtualization increases resource availability, not restricts it.

Option C: Virtualization enhances workload distribution, reducing stagnation.

Option D: It reduces reliance on manual operations by enabling automation and centralized control.

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"The Benefits of Virtualization in IT" - VMware

IT Infrastructure Virtualization Guidelines (NIST SP 800-125)

### NEW QUESTION # 83

Which hacking method involves forging the from address so that replies go to an unintended audience?

- A. Packet tampering
- B. Spyware
- **C. Spoofing**
- D. Hoaxes

#### Answer: C

Explanation:

Definition of Spoofing:

Spoofing involves forging the "from" address in communications (e.g., emails) so that replies or interactions are misdirected.

Attackers use this method to impersonate trusted entities, steal sensitive information, or redirect responses to malicious actors.

Impact of Spoofing:

Misleads recipients into sharing sensitive information.

Often used in phishing and social engineering attacks.

Incorrect Options Analysis:

A . Packet tampering: Involves altering data packets during transmission.

C . Spyware: Refers to software that secretly monitors user activity.

D . Hoaxes: Refers to false warnings or scams, not address forgery.

and Documents of Information Technology Management:

"Email Security and Spoofing Prevention" (NIST Cybersecurity Framework).

ITIL Security Management Practices (Axelos).

### NEW QUESTION # 84

A company has no central system for tracking past interactions and key contact information for external clients.

Which type of software would solve this problem?

- A. Internal file transfer scheduler
- B. Supplier analytics evaluation tool
- C. Knowledge repository index system
- **D. Customer relationship management**

#### Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Customer Relationship Management (CRM) software is designed to store, organize, and manage information about customers and external clients, including:

Contact information (names, phone numbers, email addresses, roles)

Interaction history (emails, calls, meetings, support requests, sales activities) Opportunities and deals (sales pipeline, proposals, quotes) Notes and follow-up tasks associated with each client In an Information Technology Management business context, CRM systems serve as the central system of record for client-related data, allowing:

Sales, marketing, and support teams to see all prior client interactions Better coordination and consistency in communication

Improved customer service and relationship building The problem described-no central system for tracking past interactions and key contact information for external clients-is exactly the type of issue CRM software is intended to solve.

Why the other options are incorrect:

A . Internal file transfer scheduler - This would automate the transfer of files between systems or servers and is unrelated to managing client contact records or interaction history.

B . Knowledge repository index system - This organizes internal documentation and knowledge articles, not specific client histories and contact details.

D Supplier analytics evaluation tool - This is focused on suppliers and vendors, typically for procurement and supply chain decisions, not managing relationships with customers or clients.

Therefore, the correct answer is C. Customer relationship management, as it centrally tracks client contact information and interaction history.

Reference:

### NEW QUESTION # 85

Which risk do strategic chief information officers face?

- A. Losing credibility with non-technical employees
- B. Falling behind on market trends
- C. Focusing too much on technical solutions
- D. **Organizational resistance to change**

**Answer: D**

Explanation:

Strategic CIOs focus on innovation and aligning IT with business growth. A major risk they face is organizational resistance to change, as employees and departments may be reluctant to adopt new systems, processes, or technologies. Overcoming this resistance requires strong change management, communication, and leadership skills.

Option A: Incorrect-while staying updated is important, the larger challenge is adoption within the organization.

Option C: Incorrect-strategic CIOs emphasize business alignment, not just technical focus.

Option D: Incorrect-credibility risks exist but are not the primary challenge.

Therefore, the primary risk is organizational resistance to change.

Reference:

WGU Information Technology Management - IT Leadership and Strategy, section on Risks for Strategic CIOs.39

### NEW QUESTION # 86

What is a method for confirming users' identities?

- A. **Authentication**
- B. Public key encryption
- C. Authorization
- D. Information secrecy

**Answer: A**

### NEW QUESTION # 87

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