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WGU D075 Information Technology Management Essentials Questions and Answers Updated 2024/2025 (Already Graded A+)

1. **Adware:** Programs that automatically display or download advertising to a computer.
2. **Application Software:** Software that is designed for the user to carry out a specific task.
3. **Best Practice:** A management process, technique, or method that is most effective at arriving at a desired outcome or a better outcome than any other process, technique, or method.
4. **Big Data:** Data that is collected from all over the internet, including smartphone metadata, internet usage records, social media activity, computer usage records, and countless other data sources.
5. **Bus Topology:** A network topology sometimes called a linear bus, where each of a network's nodes is connected to a common linear backbone that has two endpoints.

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Section	Objectives
Ethics and Strategy	- Bias and Legal Concerns - Emerging Technologies - Ethics in Technology

- Hardware, Software, and Networking
Information Systems Management - Map Applications and Information Systems Value
- Information Systems Acquisition and Development
Security and Risk Management - Risk Management and Cybersecurity

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WGU Information Technology Management QGC1 Sample Questions (Q191-Q196):

NEW QUESTION # 191

Which system serves as an organization's backbone in providing fundamental decision-making support?

- A. Unified communications (UC)
- B. Customer relationship management (CRM)
- **C. Enterprise resource planning (ERP)**
- D. Supply chain management (SCM)

Answer: C

NEW QUESTION # 192

A company no longer wants to sell one product to as many customers as possible. Now they want to sell one customer as many products as possible. Which type of software gathers and analyzes customer information to tailor this marketing campaign?

- A. Supply chain management (SCM)
- **B. Customer relationship management (CRM)**
- C. Distribution management (DM)
- D. Operations management (OM)

Answer: B

Explanation:

Understanding the Scenario:

The company is shifting focus from mass marketing to personalized marketing, targeting individual customers with tailored offerings.

Role of CRM:

CRM systems gather and analyze customer data, including purchase history, preferences, and interactions, to personalize marketing strategies.

CRM tools help businesses cross-sell and upsell products effectively by understanding customer needs.

Why Other Options Are Incorrect:

Option A (DM): Distribution management focuses on the logistics of product delivery.

Option C (SCM): Supply chain management optimizes production and delivery, not marketing.

Option D (OM): Operations management focuses on internal processes rather than customer interactions.

:

"The Role of CRM in Modern Marketing" - Forrester

CRM Best Practices Guide - Salesforce

NEW QUESTION # 193

What is a customer relationship management (CRM) system used for?

- A. To improve supplier and customer relations and increase revenues.
- **B. To increase customer loyalty and retention and increase an organization's profitability.**
- C. To provide fundamental decision-making support.
- D. To support diverse business functions such as accounting, manufacturing, marketing, and human resources.

Answer: B

NEW QUESTION # 194

How does a leader demonstrate empowerment?

- A. By guiding strategy while involving team input
- B. By using authority to oversee decisions
- **C. By supporting employee decision-making**
- D. By outlining job expectations to enhance clarity

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In management and leadership principles, empowerment means giving employees the authority, autonomy, and confidence to make decisions, solve problems, and take ownership of their work. A leader demonstrates empowerment by supporting employee decision-making, encouraging them to use their judgment, and backing them when they take responsible initiative.

Key points associated with empowerment in IT and organizational leadership concepts include:

Delegating decision-making authority where appropriate.

Encouraging employees to propose solutions, not just follow instructions.

Providing support, coaching, and resources, then trusting the team to act.

Creating an environment where employees feel safe to contribute ideas and take ownership.

Why the other options are not the best match:

A . By outlining job expectations to enhance clarity - Setting clear expectations is part of good management, but it is more about structure and guidance than empowerment.

B . By using authority to oversee decisions - This reflects a control-oriented style, not empowerment. It centralizes decisions with the leader instead of sharing power.

C . By guiding strategy while involving team input - This is collaborative and positive, but the emphasis is still on the leader guiding strategy. Empowerment focuses more directly on enabling others to decide and act.

Therefore, the behavior that most clearly reflects empowerment is supporting employee decision-making, making D the correct answer.

NEW QUESTION # 195

Which plan covers backups and redundant systems for operational continuity?

- A. Infrastructure upgrade plan
- B. Compliance management plan
- C. Risk management plan
- **D. Disaster recovery plan**

Answer: D

Explanation:

A Disaster Recovery Plan (DRP) outlines the procedures, technologies, and resources needed to restore systems, data, and operations following a disruption. This includes backups, redundant systems, alternate facilities, and recovery strategies to ensure operational continuity.

Option A: Risk management identifies and prioritizes risks, but DR handles recovery actions.

Option B: Infrastructure upgrades improve systems but are not focused on continuity.

Option C: Compliance plans ensure adherence to regulations, not recovery.

Thus, the correct plan for backups and redundancy is the Disaster recovery plan.

Reference:

WGU Information Technology Management - Business Continuity and Disaster Recovery, section on Disaster Recovery Planning.

NEW QUESTION # 196

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