

# Information-Technology-Management Exam Material, Information-Technology-Management Questions Exam

## IT Project Management Exam 1 Questions and Answers 100% Pass

What is the name of PMI's organization maturity model for project management that helps to determine the level of ability of an organization to deliver the desired strategic outcomes in a reliable, controllable, and predictable manner?

- a. ISO 9000
- b. OPM3 - Project Process Management 3
- c. Project management maturity model
- d. Six Sigma - Correct Answer ✓✓-b. OPM3 - Project Process Management 3

Success in portfolio management, which can be generally described as a group of projects or programs and other works to achieve a specific strategic business goal, is generally defined as:

- a. Aggregate performance of all components (projects, programs and other related work)
- b. Control of changes to specific products and services
- c. Compliance with schedule, budget and specification requirements
- d. Realization of the business benefits and financial objectives - Correct Answer ✓✓-a.

Aggregate performance of all components (projects, programs and other related work)

Which one of the following is the logical breakdown of what needs to be done to produce the project objectives sometimes referred to as the performing organizations methodology for projects?

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### WGU Information Technology Management QGC1 Sample Questions (Q99-Q104):

#### NEW QUESTION # 99

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 # 100

A company has a large percentage of employees who resist the use of new technologies. What should the company consider first before implementing a unified communications system?

- A. Corporate culture
- B. Employee accessibility
- C. Competitors' systems
- D. Pilot testing

**Answer: A**

Explanation:

\* Importance of Corporate Culture in Technology Adoption:

\* Organizational culture directly influences employees' willingness to adopt new technologies.

\* Resistance often stems from fear of change, lack of trust in technology, or inadequate training.

\* Steps Before Implementing a Unified Communications System:

\* Assess the corporate culture to identify barriers to adoption.

\* Develop a change management strategy to address concerns and align the system with company values.

\* Incorrect Options Analysis:

\* A. Pilot Testing: Useful later in implementation, but not the first step.

\* B. Employee Accessibility: Important but secondary to addressing cultural barriers.

\* D. Competitors' Systems: Irrelevant to internal resistance issues.

References and Documents of Information Technology Management:

\* ITIL 4 Digital Transformation Guide (Axelos).

\* "Change Management in Technology Implementation" (Harvard Business Review).

#### NEW QUESTION # 101

Which term is used to describe the business needs, justification, requirements, and boundaries of a project?

- A. Project scope
- B. Project management
- C. Project milestone
- D. Project plan

**Answer: A**

### NEW QUESTION # 102

What is the purpose of the Internet Use portion of the IT ethics policy?

- **A. To improve worker productivity**
- B. To specify which email messages may be read by others
- C. To specify what a user can and cannot do with company printers
- D. To identify company branding for use in communications

**Answer: A**

Explanation:

\* Purpose of Internet Use Policy in IT Ethics:

\* An Internet Use Policy is a subset of an organization's IT ethics policy. It outlines acceptable use of the organization's internet resources by employees.

\* By defining clear guidelines, the policy aims to minimize time wasted on personal browsing and ensure internet use aligns with business goals.

\* Relation to Worker Productivity:

\* The policy is designed to prevent misuse of the internet (e.g., excessive social media use or visiting non-work-related websites), which can negatively impact productivity.

\* Encouraging responsible use fosters a professional environment and helps employees focus on work-related tasks.

\* Why Other Options Are Incorrect:

\* Option B: Email monitoring may be part of broader IT security policies but is not the focus of Internet Use policies.

\* Option C: Branding guidelines apply to communication policies, not internet usage policies.

\* Option D: Printer usage is covered under equipment policies, not internet use policies.

References:

\* "Employee Internet Use Policy Guidelines" - SHRM

\* IT Ethics and Acceptable Use Policies, ISO 27002

### NEW QUESTION # 103

How does service-oriented architecture (SOA) help companies become more agile?

- **A. Aligns business needs and the management information system capabilities that support these needs**
- B. Breaks the project into four phases to provide quicker feedback and improve results
- C. Builds a working model of the system on a small scale to detect errors early in development
- D. Requires a tight adherence to a sequence of steps to accomplish the original goal

**Answer: A**

### NEW QUESTION # 104

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