

Free PDF Quiz WGU - Introduction-to-IT - WGU

Introduction to IT Pass-Sure Exam Experience

WGU, Introduction to IT - C182 Exam

Updated 2026 with complete solution

What are core components of IT? - ANSWERHardware
Software
People

What are some visions and goals of IT? - ANSWERCommunication, both internal and external
Sharing of resources
Facilitating the integration of Departments
Management of Information
Ensuring that the organization runs according to ethical practices

Why is IT viewed as a system? - ANSWERA system is a combination of independent parts all working together to accomplish a goal.

What are some skills needed by IT personnel? - ANSWERTroubleshooting and problem solving.
Knowledge of operating systems.
System level programming.
System security
Hardware

Describe trouble shooting (IT Skill) - ANSWERDetect and diagnose a problem, then find a solution. Examples: Poor processor performance, full hard drive, virus or other malware.

Describe knowledge of OS's (IT Skill) - ANSWEROperating system installation, application software installation, user account creation, system monitoring. Examples: versions of Windows, Mac OS, Linux, Unix, etc.

Describe system level programming (IT Skill) - ANSWERShell scripts to automate processes, manipulating configuration files for system services. Examples: Bash, Csh scripts, Ruby scripts, C/C++ programs

Describe system security (IT Skill) - ANSWEREnsuring proper system security is in place. Following or drafting policies for users. Monitoring for threats. Examples: Keeping security patches up to date, configuring a system firewall, installing anti-malware software, examining log files of evidence of breaches or attacks.

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WGU Introduction-to-IT Exam Overview:

Certification Vendor:	Western Governors University (WGU)
Exam Name:	WGU Introduction to IT
Exam Number:	Introduction-to-IT (C182)
Passing Score:	65%
Real Exam Qty:	60-70
Exam Price:	Included in tuition / No separate fee

Exam Duration:	90 minutes
Certificate Validity Period:	N/A (Course Assessment)
Exam Format:	Multiple Choice, Multiple Select
Available Languages:	English
Recommended Training:	WGU Official Course Materials
Exam Registration:	WGU Student Portal
Sample Questions:	WGU Introduction-to-IT Sample Questions
Exam Way:	Online proctored assessment via WGU platform
Pre Condition:	None; open to all students in relevant IT programs
Official Syllabus URL:	https://www.wgu.edu/

>> Introduction-to-IT Exam Experience <<

Exam Introduction-to-IT Simulations, Introduction-to-IT Reliable Test Pattern

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WGU Introduction-to-IT Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	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 3	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 4	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 5	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.

WGU Introduction to IT Sample Questions (Q135-Q140):

NEW QUESTION # 135

How does application software differ from operating systems?

Choose 2 answers

- A. Application software includes word processors and spreadsheet software that are useful to end users.
- B. Application software includes system utilities that run on demand of the user.
- C. Application software supports the computer hardware system directly.
- D. Application software consists of programs that end users run to accomplish business or personal tasks, such as e-mail.

Answer: A,D

Explanation:

Application software and operating systems serve different purposes within a computer system. The primary distinction lies in their functionality and interaction with the computer's hardware and the user.

*Operating Systems (OS):

oAn OS is system software that acts as an intermediary between the user and the computer hardware.

oIt manages and coordinates the hardware components of a computer system, including the CPU, memory, storage devices, and peripheral devices.

oThe OS provides a platform for application software to run and facilitates user interaction with the system through a user interface.

oExamples include Microsoft Windows, Linux, and macOS.

*Application Software:

oApplication software consists of programs designed to perform specific tasks for the user.

oThese tasks can range from productivity applications like word processors and spreadsheets (Answer A) to communication tools like email clients (Answer B).

oUnlike the OS, application software does not manage hardware resources directly. Instead, it relies on the OS to provide these services.

oExamples include Microsoft Word, Excel, and Mozilla Firefox.

*Key Differences:

oApplication software is run by the end-user to perform specific tasks, while the OS runs in the background, managing the overall operation of the computer system.

oThe OS directly supports and manages the computer hardware system, which is not the case for application software.

References: The information provided here is verified through reliable sources that detail the differences between application software and operating systems¹².

NEW QUESTION # 136

Which image represents the basic structure of a computer network?

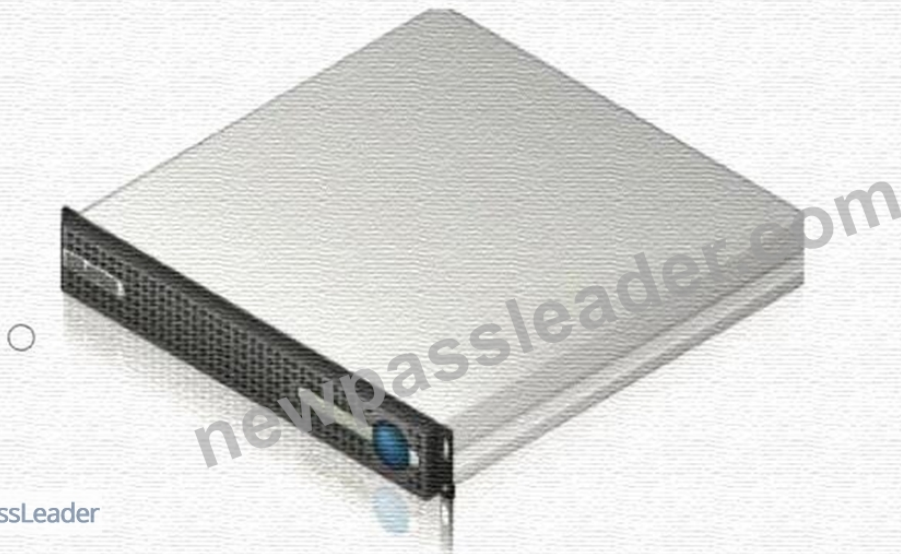




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Alt text: Wireless router

Long description: A wireless router with several Ethernet cables connected



Alt text: Server

Long description: A stand-alone server unit



- A. Exhibit A
- B. Exhibit C
- C. Exhibit B
- **D. Exhibit D**

Answer: D

Explanation:

the basic structure of a computer network is the one depicting cloud computing. In this image, a blue cloud labeled "Cloud" is connected to four different types of devices: a desktop computer, tablet, phone, and laptop.

Each device has an icon representing its type, and all devices are connected to the cloud, symbolizing data access and storage on the cloud.

NEW QUESTION # 137

What is the name of the wireless technology that specifically accommodates distances up to 300 feet?

- A. Wi-Fi
- **B. Bluetooth**
- C. Near field communication NFC
- D. Wide area network WAN

Answer: B

Explanation:

Bluetooth is the wireless technology commonly identified in IT fundamentals as supporting short-range communication up to around 300 feet in higher-power implementations. Bluetooth is designed for personal area networking, connecting devices such as headphones, keyboards, speakers, and smartphones with low power consumption and easy pairing. Different Bluetooth classes exist: some provide only a few meters of range, while higher-power versions can extend to roughly 100 meters, which is close to 300 feet, under good conditions. Wi-Fi typically supports larger local-area coverage and is used to connect devices to local networks and the internet. A wide area network is not a wireless technology standard; it is a type of network spanning large geographic areas. Near field communication is designed for extremely short distances, usually a few centimeters, and is used for contactless payments and quick device taps. Since the question asks for a wireless technology specifically accommodating distances up to 300 feet, Bluetooth best matches that description.

NEW QUESTION # 138

Which project management life cycle stage involves the development of project deliverables?

- A. Closure
- B. Planning
- **C. Execution**

- D. Initiation

Answer: C

Explanation:

Execution is the project management life cycle stage where project deliverables are developed and the planned work is carried out. In Information Technology projects, this is the phase in which teams build, configure, code, test, and implement the products, services, or systems defined in the project plan. Resources are assigned to tasks, progress is tracked, and project managers coordinate people, time, and tools to ensure work aligns with requirements and scope. Planning defines how the work will be done, including schedules, budgets, milestones, and risk responses, but it does not produce the final deliverables. Initiation establishes goals, scope boundaries, and approval to begin. Closure occurs after deliverables are completed and accepted and includes documentation, sign-off, handover, and lessons learned. Because the question asks which stage involves developing deliverables, it refers to the phase where actual production happens. Therefore, the correct answer is execution.

NEW QUESTION # 139

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

Answer: C

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 # 140

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