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WGU Introduction-to-IT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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.
Topic 4	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.

WGU Introduction to IT Sample Questions (Q29-Q34):

NEW QUESTION # 29

What are three operating systems that are commonly used today?

Choose 3 answers

- A. Mac OS
- B. Microsoft Windows
- C. Microsoft Outlook
- D. Mozilla Firefox
- E. Linux
- F. MySQL

Answer: A,B,E

Explanation:

1. Microsoft Windows: Developed and marketed by Microsoft, Windows is the most widely used desktop operating system globally. It accounts for nearly 72% market share for desktop and laptop computers.

Windows provides an intuitive and user-friendly graphical desktop, making it easy to use and navigate. It is versatile and supports various tasks such as word processing, browsing, gaming, software development, video editing, and more.

2. Linux: Linux is a popular open-source operating system. It was developed by programmer Linus Torvalds in

1991. Linux runs in many organizations, private offices, mobile devices, supercomputers, and over the internet.

It already contains almost all the features of the UNIX OS and has additional features. Various distributions of Linux exist, including Ubuntu, Debian, Solus, and Linux Mint. Linux is known for its security, compatibility, and flexibility².

3. Android: Android is one of the most common operating systems today. It powers smartphones, tablets, and other smart devices. Developed by Google, Android is based on the Linux kernel. It dominates the mobile market and offers a wide range of applications and features for users².

Comprehensive Detailed Step by Step Explanation:

1. Microsoft Windows:

o Windows is developed and maintained by Microsoft.

o It provides a graphical user interface (GUI) and is user-friendly.

o Windows 10 is the current version, with earlier versions like Windows XP, Windows 8, and Windows 7.

o Advantages: Compatibility with hardware, pre-loaded software, ease of use. Disadvantages: Cost, security threats, vulnerability to viruses.

2. Linux:

o Developed by Linus Torvalds in 1991.

o Open-source and free of cost.

o Used in various environments (organizations, supercomputers, etc.).

o Distributions like Ubuntu, Debian, and Linux Mint.

o Advantages: Security, compatibility, flexibility. Disadvantages: Multiple versions, not ideal for gamers.

3. Android:

o Developed by Google.

o Based on the Linux kernel.

o Dominates the mobile market.

o Offers a wide range of apps and features.

References:

1. Toppr: Commonly Used Operating System

2. Technint: Most Used Operating Systems in the World¹

NEW QUESTION # 30

Which type of off-site storage is an empty shell that can be used for operations in the event of a natural disaster or terrorist attack?

- A. Icy site
- B. Warm site
- C. Cold site
- D. Hot site

Answer: C

Explanation:

The type of off-site storage that serves as an empty shell for operations during a natural disaster or terrorist attack is a Cold site¹.

Unlike a Hot site, which is fully operational and ready for immediate use, a Cold site requires setup and provisioning before it can be utilized¹. It provides a cost-effective solution for disaster recovery while minimizing ongoing expenses.

NEW QUESTION # 31

Which component comes in two varieties, one that mechanically writes binary data onto spinning magnetic disks and one that writes data with no mechanical parts?

- A. Motherboard
- B. Expansion bus
- C. Hard drive
- D. System clock

Answer: C

Explanation:

The hard drive category includes two common storage varieties: traditional hard disk drives and solid-state drives. A hard disk drive stores binary data magnetically on spinning platters and uses mechanical parts such as a rotating motor and moving read and write heads. In contrast, a solid-state drive stores data using non-volatile flash memory with no moving mechanical components. In Information Technology hardware concepts, both serve the same role as secondary storage, meaning they store files, applications,

and the operating system persistently even when power is off. Hard disk drives are often lower cost per gigabyte and are common in large-capacity storage, while solid-state drives provide faster access times, improved performance, and better resistance to physical shock. The motherboard is the main circuit board, the system clock provides timing pulses, and an expansion bus is a communication pathway for add-on devices. Since the question describes mechanical and non-mechanical storage types, the correct component is the hard drive.

NEW QUESTION # 32

What is scope creep?

- A. Small changes in a project that lead to bigger changes
- B. The extent of the project that lacks needed requirements
- C. When the project is completed in less than the required time
- D. Realization that the organization staffing is inadequate

Answer: A

Explanation:

Scope creep refers to the uncontrolled and often unmanageable growth of a project's requirements or 'scope' once it's underway.

Here's a breakdown:

1. Project Scope:

o Project scope defines the outline of requirements and deliverables for a project.

o It's usually established at the beginning of project planning and captured in project plans, roadmaps, or briefs.

2. What Is Scope Creep?

o Scope creep occurs when the asks and deliverables exceed the pre-set project scope.

o Stakeholders add more deliverables or push back deadlines, leading to changes beyond the original plan.

o These changes can delay the project timeline, increase costs, and impact quality.

3. Examples of Scope Creep:

o Missed Deadlines: When team leads extend deadlines without clear instructions, causing work to never feel "done."

o External Changes: Unexpected events (e.g., macroeconomic shifts, natural disasters) lead to extra work and adjustments.

o Resource Constraints: Trying to achieve the same goals with fewer resources, affecting overall project status.

4. Preventing Scope Creep:

o Clear Communication: Define scope upfront and communicate changes transparently.

o Scope Management: Regularly review and manage scope throughout the project.

o Agile Methods: Use Agile practices to adapt to changes while maintaining focus on objectives.

Remember, managing scope effectively is crucial for project success!

References:

*Scope Creep: Definition, Examples & How To Prevent It - Forbes Advisor

*What is Scope Creep and 7 Ways to Avoid it - Asana

*Scope creep - Wikipedia

*What Is Scope Creep? | Definition and Overview - ProductPlan

NEW QUESTION # 33

Which hardware component provides electric pulses that electronic components need in order to operate?

- A. Motherboard
- B. System clock
- C. Expansion bus
- D. Hard drive

Answer: B

Explanation:

The system clock provides the electric timing pulses that electronic components use to coordinate operations.

In Information Technology hardware architecture, digital circuits require a consistent timing signal to synchronize actions such as

executing CPU instructions, transferring data across buses, and coordinating memory access. The clock signal is a repeating

electrical waveform that establishes a rhythm for the system, allowing components to perform steps in a controlled sequence. CPU

speed is commonly measured in cycles per second, such as gigahertz, which reflects how many clock cycles occur each second.

While the motherboard contains circuits and connectors that distribute signals, and expansion buses carry data between components,

