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## STUDY GUIDE D075 INFORMATION TECHNOLOGY MANAGEMENT

### UNIT 2: MODULE 1 - COMPONENTS OF IT INFRASTRUCTURE

1. Describe the major components of IT infrastructure that support organizational effectiveness.

**Infrastructure:** the underlying foundation or basic framework for an organization or project. (Example: includes transportation systems, communication networks).

**Paradigm Shift:** an important change that happens when the usual way of thinking about or doing something is replaced by a new and different way.

**Information Technology:** study, design, development, implementation, support, and management of computer-based information systems, particularly software and hardware.

2. What are the "6" components of Information Technology?

1. **Hardware:** makes up physical and tangible parts of a computer (Example: computer, monitors and printers).
2. **Software:** a collection of computer programs that accomplish a specific task (Example: Microsoft Excel and Adobe Photoshop).
3. **Networks:** includes devices such as routers, switches, and communication links that allow the computer systems to communicate with each other no matter the distance or location.
4. **Data:** after finances, are the most valuable asset a company can acquire.
5. **People:** are key to IT infrastructure.
6. **Process:** final component of an IT infrastructure.

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## WGU Information Technology Management QGC1 Sample Questions (Q174-Q179):

### NEW QUESTION # 174

What is a benefit of unified communications?

- A. Increased storage capacity
- B. Centralized billing support
- C. Faster access to resources
- D. Enhanced collaboration

**Answer: D**

Explanation:

Unified communications (UC) integrates various communication tools such as instant messaging, email, voice, video conferencing, and collaboration platforms into a single interface. The primary benefit is enhanced collaboration, allowing teams to work together seamlessly across multiple channels and geographic locations.

Option A: Incorrect-UC focuses on communication, not resource speed.

Option B: Incorrect-UC does not provide additional storage.

Option C: Incorrect-billing is unrelated to unified communications.

Thus, the benefit of unified communications is enhanced collaboration.

Reference:

WGU Information Technology Management - Communication Systems, section on Unified Communications.

### NEW QUESTION # 175

What is a consequence of offshore outsourcing?

- A. Longer feedback cycles
- B. Time zone coordination issues
- C. Offshore growth challenges
- D. Increased management overhead

**Answer: B**

Explanation:

A common consequence of offshore outsourcing is the challenge of working across different time zones. This can complicate real-time collaboration, slow down communication, and require adjustments in meeting schedules.

Option A: Vague and not a direct consequence.

Option C: While management overhead may increase, time zone coordination is a more universal and immediate issue.

Option D: Feedback cycles may be affected, but time zone issues are the root cause.

Thus, the main consequence is time zone coordination issues.

Reference:

WGU Information Technology Management - Global IT Outsourcing, section on Offshore Outsourcing Challenges.

### NEW QUESTION # 176

Which type of testing in the systems development life cycle (SDLC) focuses on how different components of the software work together?

- A. Parallel testing
- B. Unit testing
- C. Acceptance testing
- D. Integration testing

**Answer: D**

Explanation:

Integration testing focuses on ensuring that different modules or components of the system work together correctly. This validates that individual units, once combined, interact seamlessly and produce the expected results.

Option B (Parallel testing): Compares old and new systems running together.

Option C (Unit testing): Tests individual components in isolation.

Option D (Acceptance testing): Validates the entire system with user requirements.

Thus, the type of testing that ensures components work together is Integration testing.

Reference:

WGU Information Technology Management - Software Testing, section on Integration Testing.

#### NEW QUESTION # 177

Which statement describes the development phase of the systems development life cycle (SDLC)?

- A. Performing corrections, additions, and upgrades to ensure the system continually meets business goals
- B. Placing the software or information system into production to allow users to perform business operations
- C. Physically constructing software and information systems using programming languages
- D. Bringing project pieces together, checking interoperability, and verifying functionality

Answer: C

#### NEW QUESTION # 178

Employees in different business levels need knowledge to effectively drive their work and decision-making.

Which term describes the trait of an IT leader to effectively translate perspectives at both a broad and corporate strategic level?

- A. Coordinate
- B. Courage
- C. Breadth
- D. Systems thinking

Answer: D

#### NEW QUESTION # 179

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