

Interesting Facts that Help you Crack the Tough WGU Information-Technology-Management Exam

WGU D075 Information Technology Management Essentials with complete solutions.

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.
6. **Business Analytics:** Attempts to make connections between data so organizations can try to predict future trends that may give them a competitive advantage.
7. **Business Intelligence (BI):** Strategies and technologies used by enterprises for the data analysis of business information.
8. **Cache:** A hardware or software component that stores data so that future requests for that data can be served faster.
9. **Campus Area Network (CAN):** A computer network that connects two or more LANs that are located on a campus.
10. **Chief Information Officer (CIO):** A job title for the board-level head of an information technology department within a business organization. The CIO's job is to make sure IT assets are in place to ensure a smooth transition.
11. **Chief Information Security Officer (CISO):** The CISO is generally focused on the security of an organization's data and information, making sure it is backed up, deciding who gets to see it and who does not, and so on.
12. **Chief Security Officer (CSO):** A CSO is in charge of such things as the physical security and safety of employees, facilities, and corporate assets and may have a law enforcement background.
13. **Chief Technology Officers (CTO):** The CTO runs the organization's IT engineering group and serves as the company's top technology architect.
14. **Click Fraud:** An internet fraud scheme that automatically passes a user to an advertiser, whether they had any intention of visiting or not, in order to collect a per-click fee.

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WGU Information Technology Management QGC1 Sample Questions (Q162-Q167):

NEW QUESTION # 162

Which three primary elements of information infrastructure support ongoing operations? Choose 3 answers.

- A. Augmentation plans
- B. Authentication plans
- C. Business continuity plans
- D. Backup and recovery plans
- E. Disaster recovery plans

Answer: C,D,E

Explanation:

* Primary Elements of Information Infrastructure:

* Business Continuity Plans (BCP):Ensure that critical business operations continue during and after a disruption.

* Disaster Recovery Plans (DRP):Focus on restoring IT systems and data after a disaster.

* Backup and Recovery Plans:Protect against data loss and enable data restoration after failures.

* Why Other Options Are Incorrect:

* Option B (Augmentation plans):Not a standard element of information infrastructure.

* Option C (Authentication plans):Authentication is part of security protocols, not infrastructure support.

References:

* IT Continuity and Disaster Recovery Frameworks - ISO 22301

* Backup and Recovery Best Practices - NIST

NEW QUESTION # 163

Which customer relationship management (CRM) feature includes digitized customer support processes, such as ticket routing and escalation?

- A. Response queue analytics
- B. Channel preference management
- C. Interaction history management
- D. Workflow automation

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In a customer relationship management (CRM) system, workflow automation is the feature that handles digitalized customer support processes, including ticket creation, routing, escalation, and status updates. It automates repetitive service tasks based on predefined business rules.

Key points about workflow automation in CRM:

Automatically routes support tickets to the appropriate agent, team, or queue based on category, priority, or customer type.

Triggers escalation rules when tickets remain unresolved beyond a set time or when the issue severity is high.

Sends notifications and alerts to agents, supervisors, and sometimes customers.

Ensures that support processes are consistent, trackable, and efficient.

Why the other options are incorrect:

B. Response queue analytics - This focuses on measuring and analyzing queue performance (like response times and backlog), not actually routing or escalating tickets.

C. Channel preference management - This manages or records which communication channels (email, chat, phone, social media) a customer prefers. It does not handle ticket routing or escalation workflows.

D. Interaction history management - This stores and organizes past interactions (emails, calls, chats) but does not automate support processes.

Therefore, the CRM feature that includes digitalized processes such as ticket routing and escalation is workflow automation.

NEW QUESTION # 164

What is the importance of the partners and suppliers dimension of the ITIL model?

- A. The creation of value is solely beneficial to the customer.
- **B. The relationship with both suppliers and consumers must create value.**
- C. Staffing an organization fosters the creation of value.
- D. Supplying data allows companies to make wise investments and assemble technology solutions.

Answer: B

NEW QUESTION # 165

Which system supports front-line retail teams in real-time decision-making by updating sales and inventory information as activity occurs?

- A. Management information system
- **B. Online transaction processing system**
- C. Customer relationship management system
- D. Decision support system

Answer: B

Explanation:

An Online Transaction Processing (OLTP) system supports real-time processing of sales and inventory data. In retail, OLTP systems update information immediately as transactions occur, enabling front-line employees to make accurate, real-time decisions on sales, stock, and customer service.

Option B: Decision support systems (DSS) help managers with complex analysis, not real-time retail decisions.

Option C: Management information systems (MIS) provide summaries and reports, not live updates.

Option D: CRM systems manage customer relationships, not transaction-level sales and inventory.

Thus, the system is Online Transaction Processing (OLTP).

Reference:

WGU Information Technology Management - Information Systems, section on OLTP Systems.

NEW QUESTION # 166

What is the bullwhip effect?

- A. The optimization resulting from high visibility of all areas up and down the supply chain
- **B. The process of stockpiling excess inventory due to incorrect product demand communication between the supplier and its partners**
- C. A cultural trend that places value on an individual's ability to be a creator of things as well as a consumer of things
- D. The process by which products in a network increase in value to users as the number of users increases

Answer: B

Explanation:

Understanding the Bullwhip Effect:

The bullwhip effect occurs when small fluctuations in consumer demand lead to exaggerated changes in inventory levels up the supply chain.

Miscommunication or poor demand forecasting amplifies these effects, causing overproduction or stockpiling.

Why Other Options Are Incorrect:

Option B: Refers to supply chain optimization, which is unrelated to the bullwhip effect.

Option C: Describes the maker movement, not the bullwhip effect.

Option D: Describes the network effect, unrelated to supply chain dynamics.

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"The Bullwhip Effect in Supply Chain Management" - MIT Sloan

Supply Chain Dynamics and Bullwhip Effect - Harvard Business Review

NEW QUESTION # 167

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