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WGU Information Technology Management QGC1 Sample Questions (Q185-Q190):

NEW QUESTION # 185
Which outsourcing model has the least security compliance risk?

- A. Nearshore outsourcing
- B. Cloud-based outsourcing

- C. Onshore outsourcing
- D. Offshore outsourcing

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Security and compliance risk in outsourcing is heavily influenced by legal jurisdiction, regulatory alignment, and data protection laws. Onshore outsourcing keeps services and data handling within the same country, under the same legal and regulatory framework, making it generally the outsourcing model with the least security compliance risk.
Advantages of onshore outsourcing for compliance:
Alignment with the same national data protection and privacy laws.
Fewer complexities around cross-border data transfer regulations.
Easier auditing, oversight, and enforcement of security standards.
Better alignment with industry-specific regulations (financial, healthcare, government).
Why the other options have higher risk:
A . Cloud-based outsourcing - Cloud services can be onshore or offshore; by itself, "cloud-based" does not guarantee lower compliance risk and can introduce complexity depending on data location.
B . Nearshore outsourcing - Nearshore may reduce some challenges, but the service provider is still under a different national jurisdiction.
C . Offshore outsourcing - Typically involves the highest compliance complexity, due to different laws, regulations, and data-transfer restrictions.
Therefore, onshore outsourcing is the model with the least security compliance risk, making D the correct answer.

NEW QUESTION # 186
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 # 187
What describes a Scrum master's role in Agile development?

- A. Guiding team processes and removing impediments
- B. Reviewing code and merging development branches
- C. Coordinating team logistics and managing external vendors
- D. Monitoring system performance and reporting outages

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Agile development, particularly in Scrum, the Scrum master serves as a facilitator and servant leader for the Scrum team. Their

primary responsibility is to guide the team's processes and remove impediments that block progress. The Scrum master ensures that Agile principles and Scrum practices are followed, facilitates key events (such as daily stand-ups, sprint planning, reviews, and retrospectives), and works to improve team collaboration and continuous improvement.

The Scrum master focuses on:

Supporting the team in following agreed processes and timeboxes.

Identifying and removing obstacles that slow or prevent the team from delivering value.

Serving as a bridge between the team and external stakeholders, protecting the team from unnecessary interruptions.

Why the other options are incorrect:

A . Coordinating team logistics and managing external vendors - While the Scrum master may help facilitate communication, vendor management and logistics coordination are typically project management or operations roles, not the core definition of a Scrum master.

B . Reviewing code and merging development branches - These are technical responsibilities usually handled by developers or technical leads, not the Scrum master's core role.

D . Monitoring system performance and reporting outages - This aligns more with operations or DevOps roles; the Scrum master's main focus is team process and impediment removal, not system monitoring.

NEW QUESTION # 188

Which operational customer relationship management (CRM) technology maintains customer data and identifies prospective customers for future sales?

- **A. Contact management**
- B. Campaign management
- C. Call scripting
- D. Cross-selling

Answer: A

Explanation:

Operational CRM Overview:

Operational CRM technologies support day-to-day customer interactions and data management.

Contact management is the specific technology used to store customer information, track interactions, and manage future sales opportunities.

Application in the Scenario:

Maintaining customer data and identifying prospective customers for future sales are core functions of contact management systems in CRM.

Why Other Options Are Incorrect:

Option A (Cross-selling): Cross-selling is a sales strategy, not a CRM technology.

Option B (Campaign management): Campaign management focuses on organizing marketing campaigns.

Option C (Call scripting): Call scripting aids in customer interactions but does not manage customer data.

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Operational CRM Tools Overview - Zoho CRM

Contact Management Best Practices - Salesforce

NEW QUESTION # 189

What is the primary purpose of regular communication between Agile teams and stakeholders?

- **A. To confirm the solution aligns with evolving requirements throughout the project**
- B. To define and enforce a fixed set of project requirements from the start
- C. To distribute tasks evenly and ensure team workloads are balanced
- D. To finalize documentation and lock project details early in development

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A core principle of Agile is frequent collaboration with stakeholders to ensure that the evolving solution continues to meet current and changing needs. Regular communication between Agile teams and stakeholders allows feedback to be incorporated frequently, so the product can be adjusted based on new information, shifting priorities, or clarified requirements.

This ongoing interaction ensures that:

The solution remains aligned with business value and user needs.

Requirements can evolve and be refined as the project progresses.

Misunderstandings are caught early, reducing rework and waste.

Therefore, the primary purpose is to confirm that the solution aligns with evolving requirements throughout the project.

Why the other options are incorrect:

A . To define and enforce a fixed set of project requirements from the start - This reflects a traditional, plan-driven (waterfall) mindset; Agile specifically embraces changing requirements.

B . To distribute tasks evenly and ensure team workloads are balanced - Task distribution is an internal team concern and is not the main reason for stakeholder communication.

D . To finalize documentation and lock project details early in development - Agile prioritizes working software and flexibility, not early lock-in of documentation and details.

NEW QUESTION # 190

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