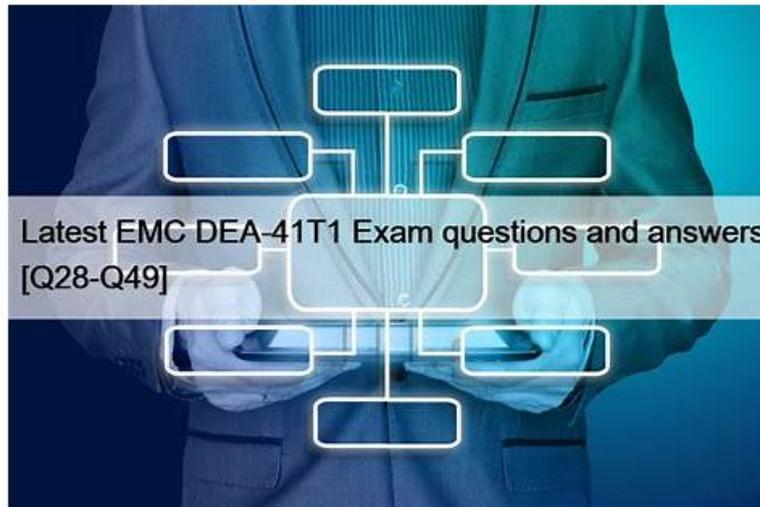# Latest Information-Technology-Management Exam Questions - Latest Information-Technology-Management Braindumps Questions

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WGU Information Technology Management QGC1 Sample Questions (Q54-Q59):

NEW QUESTION # 54
What is the definition of the accountability vs. ownership paradox?

- A. A situation in which a company's CIO is responsible for the outcomes of technology implementations but does not have the power to change ' business processes
- B. The ability to use a uniquely enterprise view to create business process change
- C. A situation in which the CEO is concerned they might be overlooking a digital disrupter that competitors have surely discovered
- D. An evaluation of where a business is headed, what it wants to achieve, and how it will support its objectives

Answer: A

Explanation:
* Definition of the Accountability vs. Ownership Paradox:
* This paradox arises when a CIO is held accountable for the results of technology initiatives but lacks authority over critical business processes or decisions that impact those results.
* It reflects a misalignment between responsibility and control.
* Impact on Organizations:
* Leads to inefficiencies and miscommunications between IT and other business units.
* Creates barriers to achieving organizational goals due to lack of cohesive decision-making authority.
* Incorrect Options Analysis:
* A:This describes strategic planning, not the paradox.
* B:Relates to organizational change, but does not capture the accountability dilemma.
* D:Refers to concerns about competitive disruption, unrelated to the paradox.
References and Documents of Information Technology Management:
* "CIO Accountability Frameworks" (Forrester Research).
* ITIL Governance Practices: Bridging Accountability Gaps (Axelos).

NEW QUESTION # 55
Which organizational policy states that an employee should never send unsolicited emails outside the organization?

- A. Anti-spam policy
- B. Social media policy
- C. Information use policy
- D. Employee monitoring policy

Answer: A

Explanation:
Understanding Anti-Spam Policies:
Anti-spam policies prohibit the sending of unsolicited emails, particularly outside the organization.
Such policies protect an organization's reputation and comply with legal frameworks like the CAN-SPAM Act.
Focus on External Communications:
The policy ensures employees refrain from sending emails that may be perceived as spam, safeguarding the organization from legal and reputational risks.
Why Other Options Are Incorrect:
Option A: Information use policies focus on managing and protecting data, not email practices.
Option B: Monitoring policies are about observing employee activity but do not prevent spam.
Option D: Social media policies govern employee behavior on social platforms, not email usage.
:
"Anti-Spam Guidelines for Businesses" - FTC
IT Policy Frameworks and Guidelines (ISO 27002)

NEW QUESTION # 56
How can a unified communications system meet the communication goals of most organizations?

- A. Makes employees more comfortable
- B. Generates innovative solutions
- C. Reduces latency between parties

- D. Manages customer expectations

Answer: C

NEW QUESTION # 57
What is a customer relationship management (CRM) system used for?

- A. To provide fundamental decision-making support.
- B. To increase customer loyalty and retention and increase an organization's profitability.
- C. To improve supplier and customer relations and increase revenues.
- D. To support diverse business functions such as accounting, manufacturing, marketing, and human resources.

Answer: B

Explanation:
Purpose of a Customer Relationship Management (CRM) System:
CRM systems focus on managing customer interactions to build long-term relationships.
They provide tools for sales, marketing, customer service, and analytics to enhance customer satisfaction and retention.
Key Objectives of CRM Systems:
Increase customer loyalty: By personalizing experiences and addressing customer needs effectively.
Boost profitability: Through targeted marketing, better customer insights, and optimized resource allocation.
Incorrect Options Analysis:
A . Decision-making support: CRM provides customer interaction insights, not fundamental decision-making tools.
B . Business functions: Covers ERP systems, not CRM.
C . Supplier relations: Focus is on customer relations, not suppliers.
and Documents of Information Technology Management:
"CRM Best Practices for Business Success" (Salesforce Whitepaper).
ITIL 4 Service Design: CRM Integration (Axelos).

NEW QUESTION # 58
Which system provides a foundation for collaboration between departments, enabling people in different business areas to communicate?

- A. Supply chain management (SCM)
- B. Electronic data interchange (EDI)
- C. Customer relationship management (CRM)
- D. Enterprise resource planning (ERP)

Answer: D

Explanation:
* Definition of ERP Systems:
* ERP integrates core business processes across various departments, such as finance, HR, procurement, and production.
* It creates a centralized communication platform for cross-departmental collaboration and seamless data sharing.
* Purpose of ERP:
* Ensures real-time data visibility across the organization.
* Promotes collaboration by eliminating data silos and enabling efficient workflows.
* Incorrect Options Analysis:
* B. Supply Chain Management (SCM):Focuses on logistics and supply chain optimization, not general collaboration.
* C. Customer Relationship Management (CRM):Concentrates on customer interactions.
* D. Electronic Data Interchange (EDI):Facilitates data sharing with external partners, not internal collaboration.
References and Documents of Information Technology Management:
* "ERP Integration Best Practices" (Gartner).
* ITIL Service Design: ERP Modules Overview (Axelos).

NEW QUESTION # 59
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