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WGU C954-Information Technology Management
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1. What is the definition of a fact in information systems?

- A. A prediction based on historical data
- B. A confirmation or validation of an event or object
- C. A subjective interpretation of events
- D. A collection of customer preferences

2. The "Information Age" refers to which of the following?

- A. A period when handwritten records were dominant
- B. A time when infinite quantities of facts are widely available to anyone with computer access
- C. An era when only businesses controlled information
- D. The industrial era of mass production

3. The Internet of Things (IoT) is best described as:

- A. A wireless network designed only for large corporations
- B. A world where interconnected Internet-enabled devices collect and share data without human intervention
- C. A system for email communication between devices
- D. A marketing term for mobile applications

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WGU Information Technology Management QGC1 Sample Questions (Q193-Q198):

NEW QUESTION # 193

Which material in electronic devices poses an environmental hazard?

- A. Aluminum in casings
- B. Plastic used for insulation
- **C. Mercury in displays**
- D. Gold used in connector pins

Answer: C

Explanation:

Mercury, commonly found in older LCD displays, fluorescent backlights, and some batteries, is a toxic heavy metal that poses significant environmental and health hazards if electronic waste is not disposed of properly. It can contaminate soil and water supplies, harming both humans and wildlife.

Option B: Plastic is generally not toxic in the same way, though it contributes to waste.

Option C: Aluminum is recyclable and not considered highly hazardous.

Option D: Gold is valuable and recyclable, not an environmental hazard.

Therefore, the hazardous material in electronic devices is mercury in displays.

Reference:

WGU Information Technology Management - IT Sustainability and E-Waste, section on Hazardous Materials in Electronics.

NEW QUESTION # 194

Which behavior supports ethical IT use in the workplace?

- A. Allowing personal devices without security controls
- B. Giving open access to company data for collaboration
- **C. Providing clear guidelines on technology use**
- D. Monitoring employee activity prior to explaining policies

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Ethical IT use in the workplace requires that employees understand what is allowed, what is prohibited, and how technology must be used to protect the organization and its stakeholders. Providing clear guidelines on technology use is a fundamental ethical and professional practice because it:

Establishes expectations for responsible use of devices, networks, and data.

Reduces misuse of systems by clarifying what constitutes inappropriate or risky behavior.

Supports compliance with security policies, privacy requirements, and legal regulations.

Ensures employees are treated fairly, because rules are known in advance and applied consistently.

These guidelines are typically defined in:

Acceptable Use Policies (AUPs)

Security and data protection policies

Bring Your Own Device (BYOD) policies

Monitoring and privacy notices

Why the other options are incorrect:

A . Allowing personal devices without security controls This violates basic IT security and ethical principles. Unsecured personal

devices introduce risks such as data leakage, malware, and unauthorized access.

B . Monitoring employee activity prior to explaining policies Monitoring without first informing employees and providing clear policy terms is ethically questionable and can violate expectations of privacy and fairness. Ethical practice requires notice and transparency before monitoring.

D . Giving open access to company data for collaboration While collaboration is valuable, open access to company data can violate the principles of least privilege and data protection, increasing the risk of breaches and misuse.

Therefore, Option C is correct because providing clear guidelines on technology use is a direct, ethical support for responsible IT behavior in the workplace.

NEW QUESTION # 195

What is a benefit of globalization?

- A. Increased competition
- B. Costs associated with operating in new geographic areas
- C. Adherence to regulatory requirements
- **D. Access to new talent pools**

Answer: D

Explanation:

Definition of Globalization Benefits:

Globalization allows organizations to expand their operations globally, gaining access to diverse markets and resources, including new talent pools from different regions.

Key Benefit:

Accessing new talent pools enables businesses to tap into a diverse workforce with varied skills, fostering innovation and improving operational efficiency.

Incorrect Options Analysis:

A . Costs associated with new geographic areas: This is a challenge, not a benefit.

B . Adherence to regulatory requirements: This is an obligation, not a benefit.

C . Increased competition: This is a consequence of globalization, but not a direct benefit.

and Documents of Information Technology Management:

"Global Workforce Management" (Harvard Business Review).

ITIL Global IT Strategy Framework (Axelos).

NEW QUESTION # 196

Which action helps ensure legal compliance in IT?

- A. Reviewing laws during annual planning
- **B. Auditing IT practices on a regular basis**
- C. Focusing on implementing new IT systems
- D. Consulting external experts without follow-up

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

To help ensure legal compliance in IT, organizations must actively verify that their systems, processes, and controls are operating in accordance with relevant laws, regulations, and policies. One of the most effective ways to do this is through regular audits of IT practices.

Regular IT audits involve systematically reviewing security controls, access management, data handling, logging, change management, and other processes to identify gaps, violations, or weaknesses. These audits support corrective actions, continuous improvement, and documented evidence of compliance. They also help detect non-compliant behavior early, before it leads to legal or regulatory consequences.

Option A is incorrect because implementing new systems alone does not ensure compliance; in fact, new systems can introduce new compliance risks if not audited.

Option C is insufficient; reviewing laws only during annual planning does not ensure ongoing compliance in day-to-day operations.

Option D is incomplete because consulting external experts without follow-up action or review does not guarantee that compliance requirements are actually met or maintained.

Therefore, the action that most directly helps ensure legal compliance in IT is B. Auditing IT practices on a regular basis.

NEW QUESTION # 197

Which factor in the planning process is considered true, real, or certain without proof or demonstration?

- A. Project theory
- **B. Project Assumption**
- C. Project requirements
- D. Project objective

Answer: B

NEW QUESTION # 198

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



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