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WGU Information Technology Management QGC1 Sample Questions (Q21-Q26):

NEW QUESTION # 21
What is the purpose of procurement management in a project?

- A. To control project communications with stakeholders
- B. To evaluate internal team workloads and capacity
- C. To manage internal teams and physical resources
- D. To obtain goods and services from external providers

Answer: D

Explanation:
Procurement management in project management involves acquiring goods, services, or results from external vendors or providers. This includes vendor selection, contract negotiation, procurement planning, and performance monitoring to ensure external resources support project goals.
Option A: Workload evaluation is part of resource management, not procurement.
Option C: Internal team and resource management is separate from procurement.
Option D: Communications management deals with stakeholder information, not procurement.
Thus, the purpose of procurement management is to obtain goods and services from external providers.
Reference:
WGU Information Technology Management - Project Procurement Management, section on Procurement Processes.

NEW QUESTION # 22
How does IT transparency support ethics?

- A. It emphasizes strategic goals to strengthen leadership.
- B. It supports internal communication to promote collaboration.
- C. It explains how data is collected, used, and protected.
- D. It shares timelines, protocols, and decisions to inform teams.

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
IT transparency is a core ethical principle in information management because it ensures that stakeholders clearly understand how information systems handle their data. Ethical IT practice requires organizations to be open about:
What data is collected (type and scope of information gathered from users, employees, or customers).
How that data is used (business purposes, analytics, decision-making, personalization, monitoring, etc.).
How that data is stored, protected, and shared (security controls, access policies, third-party sharing, retention and disposal practices).
By clearly explaining these aspects, IT transparency:
Builds trust between the organization and its stakeholders.
Supports informed consent, where users understand and agree to how their data is handled.
Aligns with legal and regulatory requirements related to privacy and data protection.
Reduces ethical risks related to misuse, hidden data collection, or undisclosed surveillance.
Why the other options are incorrect:
B . It supports internal communication to promote collaboration.While internal communication and collaboration are important, they are management and teamwork concepts, not the specific ethical function of IT transparency.
C . It shares timelines, protocols, and decisions to inform teams.This describes project or operational transparency within teams, not the ethical responsibility to explain how data is collected and used.
D . It emphasizes strategic goals to strengthen leadership.Emphasizing strategic goals relates to organizational leadership and planning, not directly to ethical IT transparency about data handling.

The ethical role of IT transparency is therefore best captured by Option A, which directly relates to explaining data collection, usage, and protection, a key expectation in responsible and ethical IT management.

NEW QUESTION # 23

Which type of operating system is commonly used in specialized business devices like point-of-sale systems, industrial controllers, or smart appliances?

- A. A Chrome OS cloud-based system used to access web applications from a laptop
- B. A desktop system used to run office productivity software
- C. A Linux-based system designed to operate on embedded hardware
- D. A mobile system designed for personal communication and entertainment

Answer: C

Explanation:
Embedded operating systems are lightweight operating systems designed for specialized hardware with specific functions. These are often Linux-based and optimized for devices such as point-of-sale (POS) systems, industrial controllers, smart appliances, and medical devices. They provide stability, security, and resource efficiency in environments where the device is dedicated to one or a few specialized tasks.
Option A: Refers to general-purpose desktop OS (e.g., Windows, macOS), not specialized.
Option B: Refers to Chrome OS, which is designed for laptops and cloud computing.
Option D: Refers to mobile OS (Android/iOS), focused on consumer use, not industrial or specialized embedded devices.
Thus, the correct answer is a Linux-based embedded operating system.
Reference:
WGU Information Technology Management - Operating System Types and Applications, section on Embedded Operating Systems.

NEW QUESTION # 24

What is a benefit of unified communications?

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

Answer: B

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 # 25

A company no longer wants to sell one product to as many customers as possible. Now they want to sell one customer as many products as possible. Which type of software gathers and analyzes customer information to tailor this marketing campaign?

- A. Customer relationship management (CRM)
- B. Operations management (OM)
- C. Distribution management (DM)
- D. Supply chain management (SCM)

Answer: A

Explanation:
Understanding the Scenario:
The company is shifting focus from mass marketing to personalized marketing, targeting individual customers with tailored offerings.
Role of CRM:
CRM systems gather and analyze customer data, including purchase history, preferences, and interactions, to personalize marketing strategies.
CRM tools help businesses cross-sell and upsell products effectively by understanding customer needs.
Why Other Options Are Incorrect:
Option A (DM): Distribution management focuses on the logistics of product delivery.
Option C (SCM): Supply chain management optimizes production and delivery, not marketing.
Option D (OM): Operations management focuses on internal processes rather than customer interactions.
:
"The Role of CRM in Modern Marketing" - Forrester
CRM Best Practices Guide - Salesforce

NEW QUESTION # 26
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