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WGU Information Technology Management QGC1 Sample Questions (Q86-Q91):

NEW QUESTION # 86

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

- A. Customer relationship management system
- **B. Online transaction processing system**

- C. Management information 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 # 87

Which basic business system serves operational level analysts in an organization?

- A. Executive information system (EIS)
- B. Optimization analysis system (OAS)
- **C. Transaction processing system (TPS)**
- D. Decision support system (DSS)

Answer: C

Explanation:

Definition of Transaction Processing System (TPS):

A TPS handles the day-to-day business transactions of an organization, such as sales, payroll, order processing, and inventory tracking.

It is designed for operational-level analysts who need to process large volumes of routine transactions efficiently.

Purpose of TPS:

Ensures the integrity and accuracy of business transactions.

Provides operational data required for other systems like Decision Support Systems (DSS) or Management Information Systems (MIS).

Incorrect Options Analysis:

A . Optimization Analysis System (OAS): Not a standard system type in IT management.

B . Decision Support System (DSS): Focuses on tactical and strategic decision-making.

D . Executive Information System (EIS): Caters to high-level executives, not operational-level analysts.

and Documents of Information Technology Management:

"Foundations of IT Systems" (McGraw-Hill Education).

ITIL Foundation Documentation (Axelos).

NEW QUESTION # 88

How does service-oriented architecture (SOA) help companies become more agile?

- A. Builds a working model of the system on a small scale to detect errors early in development
- B. Breaks the project into four phases to provide quicker feedback and improve results
- **C. Aligns business needs and the management information system capabilities that support these needs**
- D. Requires a tight adherence to a sequence of steps to accomplish the original goal

Answer: C

NEW QUESTION # 89

Which pair of terms describes an add-on that purports to serve a useful function while transmitting user data and displaying pop-up boxes without the user's knowledge or permission?

- **A. Adware and spyware**

- B. Hackers and viruses
- C. Ethics and cost
- D. Downtime and uptime

Answer: A

NEW QUESTION # 90

Which advantage does a storyboard provide in a rapid design challenge?

- A. It can be used to finalize the product design.
- B. It allows for detailed coding and programming.
- C. It requires extensive resources and time to create.
- **D. It can quickly communicate a solution.**

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In rapid design challenges, hackathons, or design sprints, a storyboard is used as a fast, visual way to communicate a potential solution. It typically consists of a sequence of frames or panels that show:

The user's journey through a product or service.

The key steps or screens involved in solving a problem.

The context in which the user interacts with the system.

This makes storyboards ideal when teams need to:

Quickly share ideas across stakeholders without building a full prototype.

Build a shared understanding of how the solution should work.

Gather early feedback before investing time in detailed design or development.

In a rapid design challenge, time and resources are limited, so the main advantage is that a storyboard can quickly communicate a solution in a clear, visual way.

Why the other options are incorrect:

B . It requires extensive resources and time to create. Storyboards are intentionally lightweight and quick to create; this is the opposite of their purpose in rapid design.

C . It allows for detailed coding and programming. Storyboards are conceptual and visual, not a medium for coding or technical implementation.

D . It can be used to finalize the product design. A storyboard is a preliminary design tool; it supports ideation and early validation, not final product specifications.

NEW QUESTION # 91

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