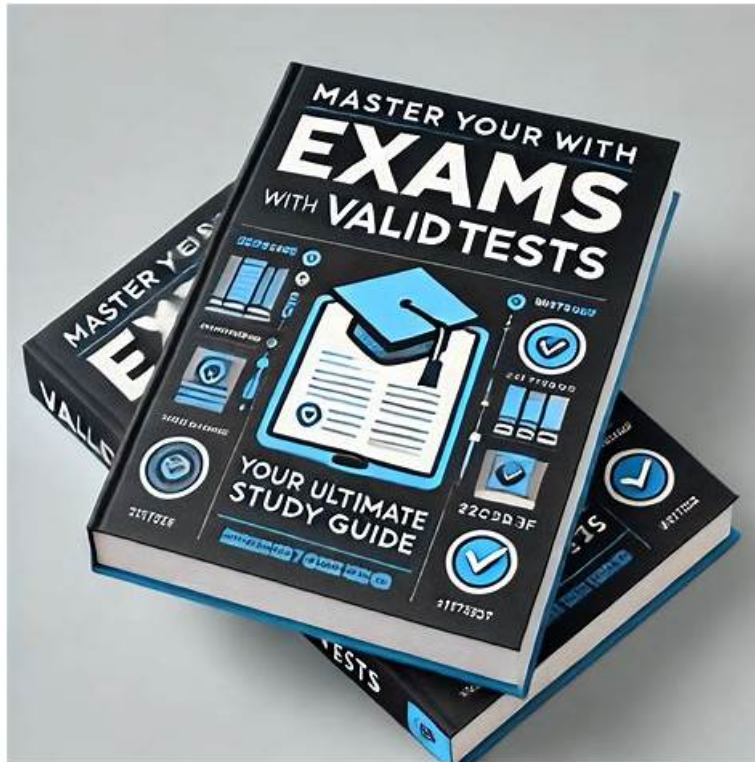


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## WGU Information Technology Management QGC1 Sample Questions (Q86-Q91):

### NEW QUESTION # 86

When should a product management team utilize a prototype?

- A. When testing various user interface designs for a new application
- B. While creating training on a new application for IT Technicians
- C. While creating a way to show how the various features in a new application will work together.
- **D. When a preliminary model is needed to seek user feedback**

**Answer: D**

Explanation:

\* Purpose of Prototypes in Product Management:

\* Prototypes provide a working model of the product to collect user feedback.

\* This helps the product management team refine the application and address usability issues.

\* Why Other Options Are Incorrect:

\* Option A: Showing feature interaction is a secondary purpose but not the primary reason for using a prototype.

\* Option C: Testing user interfaces may involve prototypes, but the main purpose is feedback collection.

\* Option D: Prototypes are not typically used for creating training materials.

References:

"Role of Prototyping in Product Development" - Product Management Institute Agile Prototyping Guidelines - Scrum Alliance

### NEW QUESTION # 87

What is a method for confirming users' identities?

- A. Information secrecy
- **B. Authentication**
- C. Authorization
- D. Public key encryption

**Answer: B**

Explanation:

Defining Authentication:

Authentication is the process of verifying a user's identity to ensure they are who they claim to be.

This is commonly achieved through knowledge factors (passwords), possession factors (tokens), or biometric factors (fingerprints).

Why Other Options Are Incorrect:

Option A (Information secrecy): Focuses on protecting data, not identity confirmation.

Option B (Public key encryption): A method of encryption, not directly tied to user identity verification.

Option D (Authorization): Deals with granting access to resources after authentication.

:

"Authentication and Identity Management" - NIST

Authentication Processes Overview - ISO 27001

### NEW QUESTION # 88

How can a unified communications system meet the communication goals of most organizations?

- **A. Reduces latency between parties**
- B. Makes employees more comfortable
- C. Manages customer expectations
- D. Generates innovative solutions

**Answer: A**

Explanation:

\* Understanding Unified Communications Systems:

\* Unified Communications (UC) integrates multiple communication tools like voice, video, messaging, and collaboration tools into a

single platform.

\* Its goal is to enhance real-time communication and collaboration within and outside the organization.

\* Reducing Latency:

\* UC reduces delays (latency) in communication by enabling instant messaging, video conferencing, and real-time collaboration tools.

\* This ensures faster decision-making and improves organizational efficiency.

\* Why Other Options Are Incorrect:

\* Option A: Managing customer expectations is more aligned with CRM systems.

\* Option C: Generating solutions involves creativity and innovation tools, not UC.

\* Option D: While UC improves efficiency, it does not specifically aim to make employees

"comfortable."

References:

"Unified Communications: Transforming Organizational Communication" - Gartner IT Communication Frameworks and UC Standards

### NEW QUESTION # 89

Which statement describes the development phase of the systems development life cycle (SDLC)?

- A. Placing the software or information system into production to allow users to perform business operations
- B. Performing corrections, additions, and upgrades to ensure the system continually meets business goals
- C. Bringing project pieces together, checking interoperability, and verifying functionality
- **D. Physically constructing software and information systems using programming languages**

**Answer: D**

Explanation:

\* Understanding the Development Phase in SDLC:

\* The development phase involves translating system design specifications into actual software.

\* This includes coding the system using programming languages and integrating modules as per the design.

\* Why Other Options Are Incorrect:

\* Option B: Describes the maintenance phase, which focuses on updates and corrections post-deployment.

\* Option C: Relates to the testing phase, where interoperability and functionality are verified.

\* Option D: Refers to the implementation phase, where the system is deployed for user operations.

References:

\* SDLC Phases Explained - NIST SP 800-64

\* "Software Development Life Cycle Best Practices" - IEEE

### NEW QUESTION # 90

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. An evaluation of where a business is headed, what it wants to achieve, and how it will support its objectives
- D. A situation in which the CEO is concerned they might be overlooking a digital disrupter that competitors have surely discovered

**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.

and Documents of Information Technology Management:

"CIO Accountability Frameworks" (Forrester Research).

ITIL Governance Practices: Bridging Accountability Gaps (Axelos).

## NEW QUESTION # 91

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