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>> **Information-Technology-Management Valid Study Questions <<**

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## WGU Information Technology Management QGC1 Sample Questions (Q47-Q52):

### NEW QUESTION # 47

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

- A. Information use policy
- B. **Anti-spam policy**
- C. Social media policy

- D. Employee monitoring policy

**Answer: B**

#### NEW QUESTION # 48

An organization wants to simulate how a product will perform under various conditions before it is built. Which type of software supports this need?

- A. Predictive analytics
- B. Asset management
- C. Supply chain management
- D. Computer-aided engineering

**Answer: D**

Explanation:

Computer-aided engineering (CAE) software provides the ability to design, simulate, and test how a product will perform under a variety of physical conditions (such as stress, heat, vibration, or fluid flow) before the product is manufactured. CAE tools reduce development costs, minimize risks, and allow engineers to optimize product performance digitally.

Option B (Predictive analytics): Focuses on forecasting future events using statistical models, not physical product simulation.

Option C (Supply chain management): Manages product flow, suppliers, and logistics, not engineering simulations.

Option D (Asset management): Tracks and manages physical assets throughout their lifecycle, not pre- construction product testing. Thus, the correct answer is Computer-aided engineering.

Reference:

WGU Information Technology Management - Technology Applications in Business and Engineering Systems, section on Computer-Aided Engineering Tools.

#### NEW QUESTION # 49

What is the expert system type of artificial intelligence?

- A. A system that attempts to emulate the way a typical human brain works
- B. A system that imitates the reasoning processes used by skilled humans
- C. The longest identified stretch of dependent activities measured from start to finish
- D. Knowledge-based information system that accomplishes specific tasks on behalf of its users

**Answer: B**

Explanation:

Definition of Expert Systems:

An expert system is a type of artificial intelligence that uses knowledge-based reasoning to solve problems, make decisions, or emulate the processes of skilled human experts.

It consists of a knowledge base and an inference engine to analyze data and draw conclusions.

Applications of Expert Systems:

Used in fields like medicine (diagnostic systems), engineering, and finance for decision support.

Example: A medical expert system might suggest potential diagnoses based on patient symptoms.

Incorrect Options Analysis:

B . Emulates the human brain: Refers to neural networks, not expert systems.

C . Longest stretch of activities: Refers to critical path in project management, unrelated to AI.

D . Knowledge-based system accomplishing tasks: Describes intelligent agents, not expert systems.

and Documents of Information Technology Management:

"Introduction to Artificial Intelligence and Expert Systems" (Stuart Russell and Peter Norvig).

ITIL Knowledge Management Practices for Expert Systems (Axelos).

#### NEW QUESTION # 50

Which lifecycle stage of ITIL focuses on creating services and procedures?

- A. Service transition (ST)
- B. Service operation (SO)

- C. Service strategy (SS)
- D. Service design (SD)

**Answer: D**

Explanation:

Lifecycle Stage Overview in ITIL: The Service Design (SD) stage in ITIL focuses on creating and refining services and procedures that meet business requirements. It involves planning and designing new or updated services to ensure alignment with strategic business objectives.

Core Objectives of Service Design:

Designing services and processes to deliver high-quality outcomes.

Ensuring services are cost-effective, scalable, and aligned with the business's technical and operational requirements.

Key Elements of Service Design:

Service catalog management.

Capacity, availability, and continuity planning.

Service level management.

Incorrect Options Analysis:

Service Transition (ST): Focuses on moving new or changed services into operation, not designing them.

Service Strategy (SS): Involves defining the organization's strategic approach, not the specifics of service creation.

Service Operation (SO): Manages day-to-day operations of IT services, focusing on stability and efficiency.

and Documents of Information Technology Management:

ITIL Foundation: Axelos (2019).

ITIL 4 Service Design Best Practices Guide (Axelos Publications).

**NEW QUESTION # 51**

Which process involves the use of monitoring tools to detect and respond to unauthorized access attempts in real time?

- A. Penetration testing
- B. Access control
- C. **Intrusion detection**
- D. Log review

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Intrusion detection is the process of using monitoring tools and systems to identify and alert on unauthorized or suspicious activities on networks or hosts, often in real time. Intrusion Detection Systems (IDS) analyze traffic or system events to detect:

Unauthorized access attempts

Malicious or abnormal behavior

Known attack signatures or anomalies

When potential intrusions are detected, these systems can generate alerts, and in some configurations (IDS/IPS), they may also help automate responses or integrate with other security tools.

Why the other options are incorrect:

A . Penetration testing - Simulates attacks to find vulnerabilities but is periodic and manual, not continuous real-time monitoring.  
 B . Access control - Governs who is allowed to access what (through authentication and authorization). It is preventive, not primarily focused on real-time detection of unauthorized attempts once they occur.

C . Log review - Involves analyzing stored logs, often after the fact, for auditing or investigation. It is not necessarily real-time detection.

Therefore, the correct answer is D. Intrusion detection, because it is the process that specifically uses monitoring tools to detect and respond to unauthorized access attempts in real time.

**NEW QUESTION # 52**

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