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WGU Information Technology Management QGC1 Sample Questions (Q168-Q173):

NEW QUESTION # 168

What is a benefit of unified communications?

- A. Enhanced collaboration
- B. Centralized billing support
- C. Increased storage capacity

- D. Faster access to resources

Answer: A

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 # 169

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

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

Answer: D

NEW QUESTION # 170

What is a benefit of globalization?

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

Answer: B

NEW QUESTION # 171

Which method helps prevent scope creep?

- **A. Defining the scope clearly in the project plan**
- B. Allowing minor scope changes without review
- C. Including new scope requests during the project
- D. Adding extra features to improve satisfaction

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Scope creep occurs when additional work, features, or requirements are added to a project without proper evaluation, approval, or changes to time, cost, or resources. The most effective way to prevent scope creep is to define the scope clearly in the project plan and use that definition as a scope baseline to control changes.

A clear scope in the project plan includes:

A project scope statement that describes what is included and what is excluded.

A work breakdown structure (WBS) that decomposes work into defined deliverables.

A scope baseline against which all change requests are evaluated.

A formal change control process to review, approve, or reject scope changes.

Why the other options are incorrect:

B . Adding extra features to improve satisfaction - Adding features without proper approval is a direct cause of scope creep.

C . Allowing minor scope changes without review - Even small changes, if unmanaged, accumulate and change the project's scope,

cost, and timeline.

D . Including new scope requests during the project - New scope may be appropriate, but only after formal review and approval, not automatically.

Therefore, defining the scope clearly in the project plan (and managing against it) is the method that helps prevent scope creep, making A the correct answer.

NEW QUESTION # 172

Which type of software would a company use to view the physical world with computer-generated layers of information added to it?

- A. Intelligent agent
- B. Expert systems
- C. Neural network
- D. Augmented reality

Answer: D

Explanation:

* Understanding Augmented Reality (AR):

* AR overlays digital content onto the physical world, enhancing real-world environments with computer-generated information.

* Examples include AR applications for navigation, product visualization, and immersive training.

* Use Case in Organizations:

* Companies use AR to provide enriched customer experiences, visualize complex data, and streamline operations.

* For example, AR apps can show additional product details or simulate how a product fits into a real-world environment.

* Why Other Options Are Incorrect:

* Option A (Expert systems): Expert systems use rule-based logic to solve problems but do not overlay information on the real world.

* Option B (Intelligent agent): Intelligent agents automate tasks and do not involve AR functionalities.

* Option C (Neural network): Neural networks focus on data processing, not augmenting reality.

References:

"Augmented Reality in Enterprise Applications" - Harvard Business Review AR Standards and Applications - AR Association

NEW QUESTION # 173

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