

Latest Information-Technology-Management Study Notes & New Information-Technology-Management Exam Fee

L1. Introduction to Information Technology

Evolution of Communication:

- In the 21st century, everything related to communication utilizes technology to 'send out' or disseminate information to a wider audience. Information can be 'sent out' in many ways. The inventions of cellular phones, television and other electronic devices are important in enhancing communication
- ICT (Information – Communication – Technology) is the technology required for information processing, in particular, the use of electronic computers, communication devices and software applications to convert, store, protect, process, transmit and retrieve information from anywhere, anytime.

Computer Generations (4 generations):

- 1st gen (1940 - 1956) The first generation of computer were huge, slow, expensive and often unreliable. In 1946, two Americans, Presper Eckert and William Mauchly build the ENIAC (ELectronic Numerical Integrator and Computer). It used vacuum tube instead of mechanical switches of the MARK 1.
- 2nd gen (1956 – 1963) The creation of transistor sparked the production of a wave of second generation computer. Transistor was small devices use to transfer electronic signals across a resistor. Transistors had many advantages compared to other hardware technology.
- 3rd gen (1964 -1971) In the third-generation era, the IBM 370 series were introduced in 1964. It came in several models and sizes. It was used for business and scientific programs. Other computer models introduced were CDC 7600 and B2500. The development of integrated circuit (IC), signal the beginning of the third generation computers. Silicone chips were manufactured in 1961 at the Silicone Valley. Then came the integrated circuit technology, which had reduced the size and cost of computers. It is a complete electronic circuit on a small chip of silicone. Which is also known as semi conductor. Other than that, the Magnetic Core Memory 1.0 ICT AND SOCIETY 10 was replaced by a device called the microchip. Also the first 256 bit RAM was introduced and it was the basis for development of 1K bit RAM.
- 4th gen (1971- present) It took only 55 years for the 4 generations to evolve. The growth of the computer industry developed technologies of computer inventions. There are many types of computer models such as: - Apple Macintosh - IBM - DELL - ACER In 1971 Intel created the first microprocessor. In 1976, Steve Jobs built the first Apple computer. Then, in 1981, IBM introduced its first personal computer. During the fourth generation, hardware technology such as silicone chips, microprocessor and storage devices were invented. A microprocessor is a specialized chip which is developed for computer memory and logic.

L2. Software Development

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WGU Information Technology Management QGC1 Sample Questions (Q33-Q38):

NEW QUESTION # 33

Which feature makes mobile operating systems different from desktop operating systems in business use?

- A. Mobile operating systems enable virtualization of enterprise server environments.
- B. Mobile operating systems include advanced tools for high-end peripheral hardware.
- C. Mobile operating systems function efficiently on battery-powered, touchscreen devices.
- D. Mobile operating systems support complex, multi-user access across enterprise domains.

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Mobile operating systems are specifically designed to run on battery-powered, handheld, touchscreen devices such as smartphones and tablets. Their design priorities differ from desktop operating systems, with emphasis on:

Power efficiency to extend battery life

Touchscreen input, including gestures such as tapping, swiping, and pinching Lightweight resource usage (CPU, memory, storage) suitable for mobile hardware Wireless connectivity (Wi-Fi, cellular, Bluetooth, GPS) as core capabilities App-centric user interface, optimized for small screens and mobile workflows These characteristics make mobile operating systems particularly suited for on-the-go business use, enabling activities like email, messaging, collaboration apps, field data entry, and access to cloud services from anywhere.

Why the other options are incorrect:

A . Complex, multi-user access across enterprise domains - This is traditionally more associated with desktop operating systems (e.g., Windows with Active Directory domains) used in corporate environments.

B . Advanced tools for high-end peripheral hardware - Desktop OSs are typically stronger here, supporting devices like industrial printers, specialized input devices, and complex hardware configurations.

C . Virtualization of enterprise server environments - This is a feature typically associated with server and desktop operating systems (e.g., hypervisors and server OSs), not mobile OSs.

Therefore, the feature that best distinguishes mobile operating systems in business use is that they function efficiently on battery-powered, touchscreen devices.

Reference:

NEW QUESTION # 34

Which plan covers backups and redundant systems for operational continuity?

- A. Risk management plan
- B. Infrastructure upgrade plan
- C. Compliance management plan
- D. Disaster recovery plan

Answer: D

Explanation:

A Disaster Recovery Plan (DRP) outlines the procedures, technologies, and resources needed to restore systems, data, and operations following a disruption. This includes backups, redundant systems, alternate facilities, and recovery strategies to ensure operational continuity.

Option A: Risk management identifies and prioritizes risks, but DR handles recovery actions.

Option B: Infrastructure upgrades improve systems but are not focused on continuity.

Option C: Compliance plans ensure adherence to regulations, not recovery.

Thus, the correct plan for backups and redundancy is the Disaster recovery plan.

Reference:

WGU Information Technology Management - Business Continuity and Disaster Recovery, section on Disaster Recovery Planning.

NEW QUESTION # 35

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

- A. Optimization analysis system (OAS)
- B. Executive information system (EIS)
- **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 # 36

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

- **A. Identifying end-user business requirements and refining project goals into defined functions and operations**
- B. Physically constructing software and information systems using programming languages
- C. Establishing full descriptions of the desired features and operations of the system
- D. Establishing a high-level strategy and goals for an intended project

Answer: A

Explanation:

Analysis Phase in SDLC:

The analysis phase involves gathering detailed requirements from stakeholders to ensure the system aligns with business needs.

This phase translates high-level goals into specific functions, operations, and deliverables.

Key Activities in the Analysis Phase:

Engaging stakeholders and subject-matter experts.

Documenting requirements in detail (e.g., user stories, use cases).

Identifying potential constraints and refining goals.

Incorrect Options Analysis:

A . Physically constructing software: Part of the development phase.

B . Desired features descriptions: Happens in the design phase.

D . High-level strategy: Belongs to the planning phase.

and Documents of Information Technology Management:

"SDLC Analysis Phase Best Practices" (Gartner).

ITIL Requirement Gathering Framework (Axelos).

NEW QUESTION # 37

What is the purpose of an IT ethics policy?

- A. To encourage proper conduct in IT project budgeting

- B. To guide decisions based on values and standards
- C. To require approval before implementing new technologies
- D. To define values as adherence to internal technical policies

Answer: B

Explanation:

An IT ethics policy exists to guide decision-making based on organizational values, ethical standards, and professional conduct. It ensures that IT professionals act responsibly when handling data, systems, and technology, especially regarding privacy, security, intellectual property, and appropriate use of resources.

Option A: Too narrow-approval for new technologies is a governance process, not the purpose of ethics policy.

Option B: Incorrect-ethics policies are broader than adherence to technical rules.

Option D: Too narrow-ethical behavior extends far beyond project budgeting.

Therefore, the correct answer is that an IT ethics policy exists to guide decisions based on values and standards.

Reference:

WGU Information Technology Management - IT Governance and Ethics, section on IT Ethics Policies.

NEW QUESTION # 38

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