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WGU Information Technology Management QGC1 Sample Questions (Q184-Q189):

NEW QUESTION # 184
What is part of an effective IT ethics policy?

- A. Ethical scenarios for training purposes relevant to IT roles
- B. Guidelines for responsible technology use and consequences for misuse
- C. Password requirements for company-managed systems and mobile access
- D. Standards for security practices without mention of user conduct

Answer: B

Explanation:
An effective IT ethics policy establishes guidelines for responsible technology use (such as acceptable use of systems, data privacy, and confidentiality) and specifies consequences for unethical or inappropriate behavior. This ensures accountability, transparency, and consistency in IT-related decision-making and actions.
Option B: Too narrow-security practices are part of IT policies, but ethics policies emphasize conduct and decision-making.
Option C: While training scenarios are useful, they are supplemental, not the foundation of an ethics policy.
Option D: Password requirements are part of security policies, not ethics policies.
Thus, an effective IT ethics policy must include guidelines for responsible technology use and consequences for misuse.
Reference:
WGU Information Technology Management - IT Governance and Ethics, section on Developing an IT Ethics Policy.

NEW QUESTION # 185
Which term is used to describe the business needs, justification, requirements, and boundaries of a project?

- A. Project management
- B. Project plan
- C. Project scope
- D. Project milestone

Answer: C

Explanation:
* Definition of Project Scope:
* Project scope describes the business needs, justification, requirements, and boundaries of a project.
* It defines what is included and excluded in the project, ensuring all stakeholders have a shared understanding of the project's goals and deliverables.
* Purpose of Defining Scope:
* Prevents scope creep by clearly defining project boundaries.
* Ensures the project aligns with business objectives and stakeholder expectations.
* Incorrect Options Analysis:
* B. Project Management: Refers to the overall process of planning, executing, and closing a project.
* C. Project Milestone: Represents significant points in the project timeline, not boundaries or requirements.
* D. Project Plan: A document detailing how the project will be executed, monitored, and controlled.
References and Documents of Information Technology Management:
* PMBOK Guide (Project Management Institute).
* ITIL Project Planning Framework (Axelos).

NEW QUESTION # 186
Which three primary elements of information infrastructure support ongoing operations? Choose 3 answers.

- A. Disaster recovery plans
- B. Authentication plans
- C. Backup and recovery plans
- D. Augmentation plans
- E. Business continuity plans

Answer: A,C,E

Explanation:
* Primary Elements of Information Infrastructure:
* Business Continuity Plans (BCP):Ensure that critical business operations continue during and after a disruption.
* Disaster Recovery Plans (DRP):Focus on restoring IT systems and data after a disaster.
* Backup and Recovery Plans:Protect against data loss and enable data restoration after failures.
* Why Other Options Are Incorrect:
* Option B (Augmentation plans):Not a standard element of information infrastructure.
* Option C (Authentication plans):Authentication is part of security protocols, not infrastructure support.
References:
* IT Continuity and Disaster Recovery Frameworks - ISO 22301
* Backup and Recovery Best Practices - NIST

NEW QUESTION # 187
What is the meaning of scope creep?

- A. Updating the project schedule
- B. Adding unapproved changes
- C. Managing new requests through change control
- D. Making minor changes to improve team efficiency

Answer: B

Explanation:
Scope creep refers to the uncontrolled expansion of project scope without formal approval, often caused by adding features or changes that were not originally planned. Scope creep can lead to missed deadlines, budget overruns, and reduced project quality if not managed properly.
Option A: Change control is the correct process for managing approved changes, not scope creep.
Option B: Updating schedules is part of project time management, not scope creep.
Option C: Process improvements are beneficial, not unauthorized scope increases.
Thus, scope creep means adding unapproved changes.
Reference:
WGU Information Technology Management - Project Management, section on Scope Creep.

NEW QUESTION # 188
Which lifecycle stage of ITIL focuses on creating services and procedures?

- A. Service design (SD)
- B. Service strategy (SS)
- C. Service transition (ST)
- D. Service operation (SO)

Answer: A

Explanation:
* Lifecycle Stage Overview in ITIL:TheService 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.
References and Documents of Information Technology Management:
* ITIL Foundation: Axelos (2019).
* ITIL 4 Service Design Best Practices Guide (Axelos Publications).

NEW QUESTION # 189

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