

Free PDF 2026 High Hit-Rate Information-Technology-Management: Exam Sample WGU Information Technology Management QGC1 Questions

WGU - INFORMATION TECHNOLOGY MANAGEMENT EXAM REVIEW QUESTIONS WITH COMPLETE SOLUTIONS

Information types (4 types) - Answer-Internal, external, Objective, Subjective

Internal Information - Answer-information about the organization

External Information - Answer-information about the environment in which the organization operates

Objective Information - Answer-known, measurable information

Subjective Information - Answer-estimates, unknowns, educated guesses

Break Even Analysis (Definition and a tip) - Answer-When (Revenue - Variable Cost) times number of units sold is greater than or equal to Fixed Cost, you have broken even (Tip) Use Technology to reduce fixed or variable costs and increase revenue

Fixed Cost (Part of break-even analysis) - Answer-amount you spend no matter how much you sell (rent, design, advertising)

Variable Cost (part of break-even analysis) - Answer-unit price of labor and materials

Revenue (part of break-even analysis) - Answer-how much you sell each unit for

Delete this card - Answer-Delete this card

Competitive Advantage - Answer-Providing more value than the competition

Porter's Five Forces - Answer-Buyer Power, Supplier Power, Threat of Substitutes, Threat of New Entrants, Competitive Rivalry

Buyer Power - Answer-(One of Porter's Five Forces) customers have many choices and low switching costs, reduce their power by locking customers into your product or service

Supplier Power - Answer-(One of Porter's Five Forces) customers have few choices and high switching costs

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WGU Information Technology Management QGC1 Sample Questions (Q148-Q153):

NEW QUESTION # 148

Which phase of the waterfall methodology is executed immediately prior to the implementation phase?

- A. Testing
- B. Development
- C. Maintenance
- D. Analysis

Answer: A

Explanation:

In the Waterfall methodology, the phases flow sequentially:

Requirements → 2. Analysis → 3. Design → 4. Development → 5. Testing → 6. Implementation → 7. Maintenance.

The Testing phase comes immediately before Implementation, where the system is validated, bugs are fixed, and readiness is confirmed before deployment.

Option A: Analysis occurs much earlier in the process.

Option C: Development precedes testing, not implementation.

Option D: Maintenance comes after implementation.

Thus, the correct phase immediately before implementation is Testing.

Reference:

WGU Information Technology Management - Systems Development Methodologies, section on Waterfall Model.

NEW QUESTION # 149

What is the bullwhip effect?

- A. The process of stockpiling excess inventory due to incorrect product demand communication between the supplier and its partners
- B. The process by which products in a network increase in value to users as the number of users increases
- C. The optimization resulting from high visibility of all areas up and down the supply chain
- D. A cultural trend that places value on an individual's ability to be a creator of things as well as a consumer of things

Answer: A

NEW QUESTION # 150

Which method protects against unauthorized physical access to sensitive data?

- A. Biometric authentication
- B. Firewall configuration
- C. Data encryption
- D. Software patching

Answer: A

Explanation:

Biometric authentication methods (such as fingerprint scans, facial recognition, or iris scans) provide strong protection against unauthorized physical access to sensitive systems and data. These methods ensure that only authorized individuals can access secured facilities or devices.

Option A: Software patching addresses software vulnerabilities, not physical access.

Option B: Data encryption protects data confidentiality, but does not prevent physical access attempts.

Option C: Firewalls protect network access, not physical access.

Thus, biometric authentication protects against unauthorized physical access.

Reference:

WGU Information Technology Management - Cybersecurity and Access Control, section on Biometric Security.

NEW QUESTION # 151

A business struggles to manage inquiries and follow-ups because data is spread across different systems. Which software type could address this problem?

- **A. Customer relationship management system**
- B. Advanced business intelligence platform
- C. Enterprise resource planning solution
- D. Digital marketing management system

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A Customer Relationship Management (CRM) system is designed to centralize and manage all customer-related information and interactions in a single database and interface. This includes inquiries, contacts, communication history, sales opportunities, and follow-up tasks.

In this scenario, the business has inquiries and follow-ups scattered across different systems, making it hard to track and respond. A CRM system would:

Consolidate customer data and communication history into one place.

Provide tools to manage leads, cases, and follow-up activities.

Improve customer service and responsiveness by giving staff a unified view of each customer's interactions.

This directly addresses the problem of fragmented data and poor management of inquiries and follow-ups.

Why the other options are incorrect:

A . Digital marketing management system - Focuses on planning and executing marketing campaigns (email campaigns, social media, ads), not on end-to-end tracking of customer inquiries and follow-ups across sales and service.

B . Advanced business intelligence platform - BI tools analyze data and create reports or dashboards; they do not provide the operational, day-to-day tracking and workflow for customer interactions like a CRM does.

D . Enterprise resource planning (ERP) solution - ERP focuses on internal business processes (finance, inventory, HR, manufacturing). Some ERPs have customer-related modules, but the primary system specifically designed to manage customer interactions and inquiries is CRM.

Thus, the correct software type to solve the issue of scattered customer inquiries and follow-ups is a Customer Relationship Management (CRM) system.

NEW QUESTION # 152

Which role does IT compliance play in protecting an organization?

- **A. It helps prevent legal penalties and reputational harm.**
- B. It supports regular audits and secure system updates.
- C. It shifts responsibility for data issues to IT contractors.
- D. It sets flexible privacy rules and allows independent oversight.

Answer: A

Explanation:

IT compliance ensures that an organization's technology practices align with applicable laws, regulations, and industry standards. Its primary protective role is to help prevent legal penalties, financial fines, and reputational damage that can arise from noncompliance with regulations such as GDPR, HIPAA, or SOX.

Compliance also builds trust with stakeholders and customers by demonstrating responsible IT practices.

Option A: Incorrect, compliance does not shift responsibility; it ensures organizational accountability.

Option B: Incorrect, compliance is not about "flexible rules," but adherence to specific regulatory standards.

Option C: Partial truth-audits and updates are part of compliance, but the broader protective role is avoiding penalties and reputational harm.

Thus, IT compliance plays the role of protecting the organization from legal and reputational risks.

Reference:

WGU Information Technology Management - IT Governance and Compliance, section on Compliance Objectives and Benefits.

NEW QUESTION # 153

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