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WGU Information Technology Management QGC1 Sample Questions (Q152-Q157):

NEW QUESTION # 152

Which information system facilitates the sharing of data between the human resources and purchasing department in the same corporation?

- A. Geographic information system (GIS)
- B. Customer relationship management (CRM)
- C. Enterprise resource planning (ERP)
- D. Executive support (ES)

Answer: C

Explanation:

* Definition of ERP Systems:

* ERP systems facilitated data sharing and process integration across multiple departments within an organization, such as HR and purchasing.

* These systems improve coordination and decision-making by maintaining a single source of truth.

* Example of ERP Usage:

* If the HR department needs to coordinate with the purchasing team for new employee resources, ERP ensures both have access to relevant information like budgets and procurement requirements.

* Incorrect Options Analysis:

* A. Executive Support (ES): Caters to strategic decision-making, not operational collaboration.

* B. Geographic Information System (GIS): Deals with spatial and geographical data, not departmental coordination.

* D. Customer Relationship Management (CRM): Manages customer interactions, not internal department processes.

References and Documents of Information Technology Management:

* "ERP for Organizational Efficiency" (Forrester Research).

* ITIL 4 Foundation: Enterprise Systems Overview (Axelos).

NEW QUESTION # 153

What is the purpose of procurement management in a project?

- A. To evaluate internal team workloads and capacity
- B. To obtain goods and services from external providers
- C. To control project communications with stakeholders
- D. To manage internal teams and physical resources

Answer: B

Explanation:

Procurement management in project management involves acquiring goods, services, or results from external vendors or providers. This includes vendor selection, contract negotiation, procurement planning, and performance monitoring to ensure external resources support project goals.

Option A: Workload evaluation is part of resource management, not procurement.

Option C: Internal team and resource management is separate from procurement.

Option D: Communications management deals with stakeholder information, not procurement.

Thus, the purpose of procurement management is to obtain goods and services from external providers.

Reference:

WGU Information Technology Management - Project Procurement Management, section on Procurement Processes.

NEW QUESTION # 154

Which staffing issue can occur with offshore outsourcing?

- A. Longer onboarding timelines
- B. High turnover with less consistency
- C. Limited visibility into daily work
- D. Increased time spent on coordination

Answer: B

Explanation:

A significant staffing issue in offshore outsourcing is high employee turnover, which leads to inconsistent performance, knowledge loss, and increased training costs. Retention challenges in offshore teams can disrupt long-term projects and service consistency.

Option B: Coordination time is a project management challenge, not specifically staffing.

Option C: Limited visibility is a management oversight issue, not staffing.

Option D: Onboarding timelines may vary but are not a primary staffing concern. Thus, the staffing issue is high turnover with less consistency.

Reference:

WGU Information Technology Management - IT Outsourcing, section on Staffing and Retention Challenges.

NEW QUESTION # 155

Which plan covers backups and redundant systems for operational continuity?

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

Answer: B

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 # 156

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

- A. Executive information system (EIS)
- **B. Transaction processing system (TPS)**
- C. Decision support system (DSS)
- D. Optimization analysis system (OAS)

Answer: B

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 # 157

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