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Answer Area		
Services	Descriptions	Service
 Office 365 ProPlus	A chat based workspace that facilitates real-time collaboration and enables members of an organization to have conversations and create work plans.	Microsoft Teams
	A cloud service that enables you to store and protect files, share files with others, access files from anywhere on all devices, and restore files to an earlier date.	OneDrive for Business
	A service that enables you to store, organize, share, add third-party apps, and access information from all,ost any device by using a web browser.	SharePoint Online
	A private social network that you can use to efficiently resolve support issues and gather feedback on projects	Microsoft Yammer

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WGU Information Technology Management QGC1 Sample Questions (Q85-Q90):

NEW QUESTION # 85

Which software development approach builds a small-scale representation or working model of the system to ensure it meets the user and business requirements?

- A. Iterative
- **B. Prototyping**
- C. Waterfall
- D. Rational unified process (RUP)

Answer: B

Explanation:

- * Prototyping in Software Development:
- * Prototyping involves creating a working model of the system to validate that it meets user and business requirements.
- * It is an iterative approach where users interact with the prototype and provide feedback for improvements.
- * Why Other Options Are Incorrect:
- * Option A (Waterfall): Follows a linear approach without iterative feedback.
- * Option B (RUP): A structured iterative approach but not focused solely on prototyping.
- * Option C (Iterative): While iterative development involves cycles, it does not specifically focus on building prototypes.

References:

- * Prototyping and Agile Development Practices - Agile Alliance
- * "Prototyping in Systems Development" - IEEE

NEW QUESTION # 86

Which business layer determines which products or services are being sold and to whom?

- A. Operating
- **B. Strategy**
- C. Systems
- D. Corporate

Answer: B

Explanation:

- * Definition of Strategy in Business Layers:
- * The strategy layer focuses on determining products or services, target customers, and competitive positioning.
- * It involves defining the organization's long-term goals and the means to achieve them in alignment with market needs and opportunities.
- * Why Strategy is Key to Product/Service Decisions:
- * Guides resource allocation to achieve competitive advantage.
- * Determines value propositions, customer segmentation, and market focus.
- * Incorrect Options Analysis:
- * A. Systems: Focuses on technology infrastructure, not business direction.
- * B. Operating: Deals with day-to-day operations, not strategic decisions.
- * C. Corporate: Relates to governance and overarching organizational management, not product/service specifics.

References and Documents of Information Technology Management:

- * "Business Strategy Fundamentals" (McKinsey & Co.).
- * ITIL 4 Service Strategy Practices (Axelos).

NEW QUESTION # 87

What is the expert system type of artificial intelligence?

- A. Knowledge-based information system that accomplishes specific tasks on behalf of its users
- **B. A system that imitates the reasoning processes used by skilled humans**
- C. The longest identified stretch of dependent activities measured from start to finish
- D. A system that attempts to emulate the way a typical human brain works

Answer: B

Explanation:

- * Definition of Expert Systems:
- * An expert system is a type of artificial intelligence that uses knowledge-based reasoning to solve problems, make decisions, or emulate

the processes of skilled human experts.

* It consists of a knowledge base and an inference engine to analyze data and draw conclusions.

* Applications of Expert Systems:

* Used in fields like medicine (diagnostic systems), engineering, and finance for decision support.

* Example: A medical expert system might suggest potential diagnoses based on patient symptoms.

* Incorrect Options Analysis:

* B. Emulates the human brain: Refers to neural networks, not expert systems.

* C. Longest stretch of activities: Refers to critical path in project management, unrelated to AI.

* D. Knowledge-based system accomplishing tasks: Describes intelligent agents, not expert systems.

References and Documents of Information Technology Management:

* "Introduction to Artificial Intelligence and Expert Systems" (Stuart Russell and Peter Norvig).

* ITIL Knowledge Management Practices for Expert Systems (Axelos).

NEW QUESTION # 88

What is the bullwhip effect?

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

Answer: D

NEW QUESTION # 89

What is the meaning of scope creep?

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

Answer: A

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 # 90

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