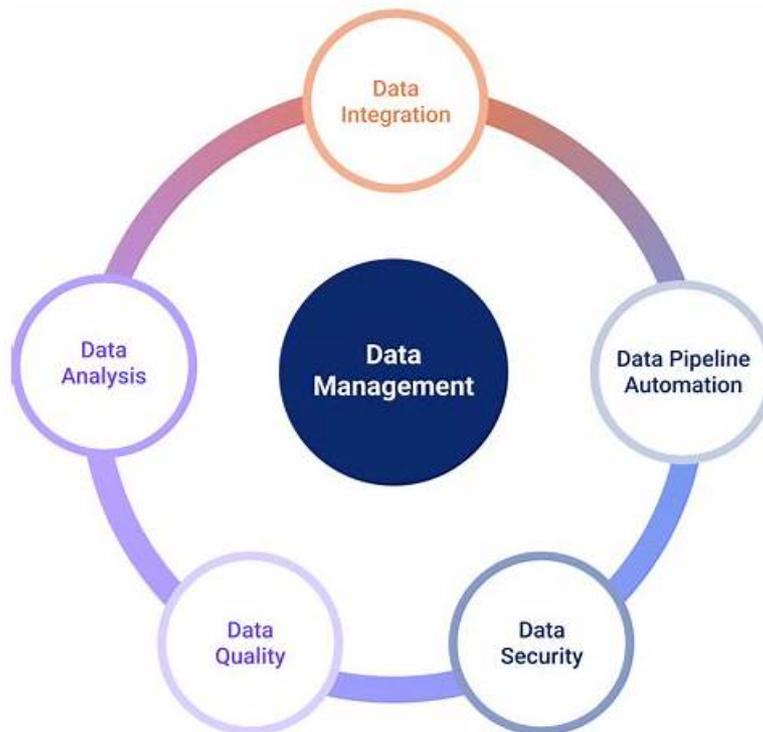


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WGU Information Technology Management QGC1 Sample Questions (Q97-

Q102):

NEW QUESTION # 97

What is the goal of reviewing after deployment in the system development life cycle (SDLC)?

- A. To plan the next phase of system upgrades
- B. To ensure users are properly trained
- C. To evaluate system success and identify improvements
- D. To confirm the system meets original requirements

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The review conducted after deployment (often called a post-implementation review or post-deployment review) in the SDLC is intended to evaluate how successful the system is in the live environment and to identify opportunities for improvement. This review looks at:

Whether the system is delivering expected business benefits

How well it performs in real operational conditions

Feedback from users about usability and effectiveness

Issues encountered during and after rollout

Lessons learned for future projects

The emphasis is on continuous improvement and learning from the implementation experience to refine the current system and improve future system development efforts.

Option A (To plan the next phase of system upgrades) may be a result of the review, but planning upgrades is not the primary goal of the review itself.

Option B (To ensure users are properly trained) is part of deployment and change management activities, not the main goal of a post-deployment review.

Option D (To confirm the system meets original requirements) is largely addressed during system and acceptance testing before deployment.

Therefore, the goal of reviewing after deployment is to evaluate system success and identify improvements.

Reference:

NEW QUESTION # 98

Which system provides a foundation for collaboration between departments, enabling people in different business areas to communicate?

- A. Electronic data interchange (EDI)
- B. Enterprise resource planning (ERP)
- C. Customer relationship management (CRM)
- D. Supply chain management (SCM)

Answer: B

Explanation:

* Definition of ERP Systems:

* ERP integrates core business processes across various departments, such as finance, HR, procurement, and production.

* It creates a centralized communication platform for cross-departmental collaboration and seamless data sharing.

* Purpose of ERP:

* Ensures real-time data visibility across the organization.

* Promotes collaboration by eliminating data silos and enabling efficient workflows.

* Incorrect Options Analysis:

* B. Supply Chain Management (SCM): Focuses on logistics and supply chain optimization, not general collaboration.

* C. Customer Relationship Management (CRM): Concentrates on customer interactions.

* D. Electronic Data Interchange (EDI): Facilitates data sharing with external partners, not internal collaboration.

References and Documents of Information Technology Management:

* "ERP Integration Best Practices" (Gartner).

* ITIL Service Design: ERP Modules Overview (Axelos).

NEW QUESTION # 99

An organization struggles with slow, multi-step payroll operations across disconnected systems. Which type of software could streamline this process?

- A. Enterprise resource planning
- B. Training compliance monitoring tool
- C. Talent development tracking platform
- D. Internal communication portal

Answer: A

Explanation:

An Enterprise Resource Planning (ERP) system integrates key business functions—including finance, payroll, HR, supply chain, and operations—into a unified platform. By consolidating payroll processes into the ERP, the organization eliminates disconnected systems, reduces manual steps, and enables faster, more accurate payroll processing.

Option A: Incorrect—talent development focuses on employee growth and training, not payroll.

Option B: Incorrect—training compliance tools track certifications, not payroll.

Option C: Incorrect—internal communication portals improve collaboration, not financial processes.

Thus, the correct solution is Enterprise Resource Planning (ERP) software.

Reference:

WGU Information Technology Management - Enterprise Systems, section on ERP for Business Integration.

NEW QUESTION # 100

Which gate of the Rational Unified Process (RUP) should the organization execute before validating the system architecture?

- A. Transition
- B. Elaboration
- C. Inception
- D. Construction

Answer: B

Explanation:

The Rational Unified Process (RUP) is an iterative software development framework with four phases:

Inception, Elaboration, Construction, and Transition. The Elaboration phase comes after Inception and is focused on analyzing requirements, validating the system architecture, and addressing major risks before full-scale development begins.

Option B (Transition): Final phase, focused on deploying the system to end users.

Option C (Construction): Development and coding of the system, after architecture is validated.

Option D (Inception): Early phase, focused on business case and scope definition.

Thus, the correct phase before validating the system architecture is Elaboration.

Reference:

WGU Information Technology Management - Systems Development Methodologies, section on Rational Unified Process (RUP) Phases.23

NEW QUESTION # 101

Which statement describes the role of Information Technology Infrastructure Library (ITIL) in modern IT management?

- A. ITIL is applicable to large enterprises with extensive IT departments.
- B. ITIL replaces existing IT management frameworks.
- C. ITIL offers adaptable guidelines to enhance IT services.
- D. ITIL dictates the step-by-step processes for IT departments.

Answer: C

Explanation:

In modern IT management, the ITIL framework is not prescriptive or rigid; instead, it provides flexible and adaptable guidelines that organizations can tailor to their size, structure, and needs. ITIL is designed to enhance IT service quality, efficiency, and alignment with business goals. It can be implemented in organizations of any size, not just large enterprises, and it does not replace other frameworks but can be used alongside them.

Option A: Incorrect, ITIL does not dictate rigid step-by-step processes; it offers adaptable practices.
Option B: Incorrect, ITIL complements, not replaces, other frameworks (like COBIT, Agile, or DevOps).
Option D: Incorrect, ITIL applies to both small and large organizations.
Therefore, ITIL's role is to provide adaptable guidelines to enhance IT services.
Reference:

WGU Information Technology Management - IT Service Management, section on Modern Applications of ITIL.

NEW QUESTION # 102

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