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WGU-INFORMATION TECHNOLOGY  
MANAGEMENT NEWEST 2025 ACTUAL EXAM WITH  
COMPLETE QUESTIONS AND CORRECT ANSWERS  
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MIS

ANSWER-Management Information Systems

Management Information Systems

ANSWER-coordinating information, people, technology

Types of Information (3 types)

ANSWER-Data, Information, Business intelligence

Data

ANSWER-basic facts, fairly meaningless out of context

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### WGU Information Technology Management QGC1 Sample Questions (Q113-Q118):

#### NEW QUESTION # 113

Which business layer implements the processes, organizational designs, and compensation structures that enable the company to execute plans?

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

**Answer: C**

Explanation:

The Operating layer is responsible for the execution of business processes, organizational structures, and compensation strategies. This layer ensures that the strategies defined at the corporate and strategic levels are effectively implemented. It focuses on operational management, workforce incentives, and aligning business activities with organizational goals.

References:

\* Kaplan, R. S., & Norton, D. P. (1996). The Balanced Scorecard: Translating Strategy into Action.

Harvard Business Press.

\* Porter, M. E. (1985). Competitive Advantage: Creating and Sustaining Superior Performance.

#### NEW QUESTION # 114

What is the function of the Internet Protocol (IP) in the Transmission Control Protocol (TCP)/Internet Protocol (IP) stack?

- A. To encrypt data for secure transmission
- **B. To direct data packets between devices**
- C. To ensure data packets are delivered in order
- D. To provide a user interface for network applications

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In the TCP/IP model, the Internet Protocol (IP) operates at the network layer and is responsible for addressing and routing data packets between devices across interconnected networks. Its primary function is to determine how packets are sent from the source host to the destination host, using IP addresses to identify each device on the network.

IP handles:

Logical addressing: Assigns IP addresses so devices can be uniquely identified on a network.

Routing: Determines the best path through routers and networks for a packet to travel from sender to receiver.

Packet forwarding: Moves packets from one network segment to another based on destination IP addresses.

It is important to note that IP is connectionless and does not guarantee delivery, order, or error correction. These reliability functions are handled by TCP, which works in conjunction with IP.

Why the other options are incorrect:

A. To provide a user interface for network applications - This is handled by application layer protocols and software, not IP.

B. To encrypt data for secure transmission - Encryption is typically provided by security protocols such as TLS, IPsec, or application-level encryption, not by basic IP itself.

D. To ensure data packets are delivered in order - This is the role of TCP, which provides ordered, reliable delivery on top of IP's best-effort packet delivery.

Therefore, the function of IP in the TCP/IP stack is to direct data packets between devices using addressing and routing.

Reference:

### NEW QUESTION # 115

What is the definition of the accountability vs. ownership paradox?

- A. The ability to use a uniquely enterprise view to create business process change
- B. An evaluation of where a business is headed, what it wants to achieve, and how it will support its objectives
- C. A situation in which a company's CIO is responsible for the outcomes of technology implementations but does not have the power to change ' business processes
- D. A situation in which the CEO is concerned they might be overlooking a digital disrupter that competitors have surely discovered

**Answer: C**

Explanation:

\* Definition of the Accountability vs. Ownership Paradox:

\* This paradox arises when a CIO is held accountable for the results of technology initiatives but lacks authority over critical business processes or decisions that impact those results.

\* It reflects a misalignment between responsibility and control.

\* Impact on Organizations:

\* Leads to inefficiencies and miscommunications between IT and other business units.

\* Creates barriers to achieving organizational goals due to lack of cohesive decision-making authority.

\* Incorrect Options Analysis:

\* A: This describes strategic planning, not the paradox.

\* B: Relates to organizational change, but does not capture the accountability dilemma.

\* D: Refers to concerns about competitive disruption, unrelated to the paradox.

References and Documents of Information Technology Management:

\* "CIO Accountability Frameworks" (Forrester Research).

\* ITIL Governance Practices: Bridging Accountability Gaps (Axelos).

### NEW QUESTION # 116

How might a leader manage conflict constructively?

- A. By limiting conversations to scheduled team updates
- B. By favoring top-down decisions to reduce conflict arising from team input
- C. By fostering respectful dialogue between employees
- D. By prioritizing task completion over team dynamics

**Answer: C**

Explanation:

Effective leaders manage conflict constructively by encouraging open, respectful dialogue between employees. This allows issues to be addressed directly, builds trust, and strengthens team cohesion. Constructive conflict management focuses on resolution and collaboration rather than suppression or avoidance.

Option A: Incorrect-restricting conversations can allow conflicts to grow unresolved.

Option B: Incorrect-top-down control may suppress input and damage morale.

Option D: Incorrect-ignoring team dynamics undermines long-term effectiveness.

Thus, the best approach is fostering respectful dialogue between employees.

Reference:

WGU Information Technology Management - Leadership and Organizational Behavior, section on Conflict Management.43

### NEW QUESTION # 117

Which type of storage retains data even when the computer is powered off?

- A. Solid state drive (SSD)
- B. Optical drive
- C. Random access memory (RAM)

- D. Virtual memory

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A Solid State Drive (SSD) is a type of non-volatile storage, meaning it retains data even when the computer is powered off. SSDs use flash memory to store data electronically, without moving parts. This makes them faster and more durable than traditional mechanical hard disk drives.

IT management concepts associated with SSDs:

They are used as primary storage for operating systems, applications, and user data.

Because SSDs are non-volatile, all the data remains intact when power is removed, allowing the system to reboot and access the same information.

They significantly improve system performance, especially for boot times and application loading.

Why the other options are incorrect in this context:

B . Optical drive - While optical media (like CDs or DVDs) are also non-volatile, in IT fundamentals and exam-style questions, when asking about core computer storage that retains data when power is off, the expected answer focuses on internal non-volatile drives such as SSDs. Optical drives are considered removable secondary media, not the primary system storage emphasized in this type of question.

C . Virtual memory - This is not a physical storage device; it is a memory management technique where part of the storage drive is used to extend the apparent capacity of RAM. It depends on physical storage but, itself, is a logical concept, not a distinct storage type.

D . Random access memory (RAM) - RAM is volatile memory, meaning it loses its contents when power is turned off. It is used for temporary storage of data and instructions while programs are running.

Therefore, the best and most direct answer is Solid state drive (SSD), as it clearly represents the non-volatile storage device that retains data when the computer is powered down.

## NEW QUESTION # 118

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