

# Information-Technology-Management Test Dumps Demo

## | Information-Technology-Management Questions



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### WGU Information Technology Management QGC1 Sample Questions (Q52-Q57):

#### NEW QUESTION # 52

How can a unified communications system meet the communication goals of most organizations?

- A. Makes employees more comfortable
- **B. Reduces latency between parties**
- C. Manages customer expectations
- D. Generates innovative solutions

**Answer: B**

Explanation:

Understanding Unified Communications Systems:

Unified Communications (UC) integrates multiple communication tools like voice, video, messaging, and collaboration tools into a

single platform.

Its goal is to enhance real-time communication and collaboration within and outside the organization.

Reducing Latency:

UC reduces delays (latency) in communication by enabling instant messaging, video conferencing, and real-time collaboration tools.

This ensures faster decision-making and improves organizational efficiency.

Why Other Options Are Incorrect:

Option A: Managing customer expectations is more aligned with CRM systems.

Option C: Generating solutions involves creativity and innovation tools, not UC.

Option D: While UC improves efficiency, it does not specifically aim to make employees "comfortable."

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"Unified Communications: Transforming Organizational Communication" - Gartner IT Communication Frameworks and UC Standards

### NEW QUESTION # 53

How can a chief information officer (CIO) become a transformational leader?

- A. By focusing on maintaining existing systems
- **B. By driving innovation and business growth**
- C. By prioritizing operational stability and change
- D. By overseeing non-technical business functions

**Answer: B**

Explanation:

A transformational CIO goes beyond maintaining IT infrastructure and instead focuses on innovation, strategic initiatives, and enabling business growth through technology. This leadership approach involves aligning IT with business strategy, driving digital transformation, and fostering a culture of continuous improvement and adaptability.

Option A: Incorrect-operational stability is important but not transformational.

Option B: Incorrect-maintaining existing systems is reactive, not innovative.

Option C: Incorrect-non-technical business oversight is outside the CIO's IT leadership role.

Thus, the CIO becomes transformational by driving innovation and business growth.

Reference:

WGU Information Technology Management - IT Leadership, section on CIO Strategic and Transformational Roles.

### NEW QUESTION # 54

Which IT approach to development and infrastructure focuses on automating and pushing quality code faster?

- A. Business architecture
- **B. DevOps**
- C. theory of reciprocity
- D. Bimodal IT

**Answer: B**

Explanation:

Understanding DevOps:

DevOps is an approach to software development and IT infrastructure that emphasizes collaboration between development and operations teams.

The key goal is to automate processes, streamline workflows, and deploy high-quality code faster.

Key Features of DevOps:

Continuous integration and continuous delivery (CI/CD) to automate code testing and deployment.

Emphasis on collaboration and automation to minimize manual interventions and reduce errors.

Why Other Options Are Incorrect:

Option A (Theory of reciprocity): Not relevant to IT development or infrastructure.

Option C (Business architecture): Focuses on organizational structure and strategy, not code automation.

Option D (Bimodal IT): Balances traditional IT with agile IT but does not focus explicitly on automation or quality code delivery.

:

"DevOps Principles and Practices" - DevOps Institute

"Automating Development with DevOps" - AWS Documentation

### NEW QUESTION # 55

What is an advantage of using a trusted third party to confirm correlations between users and public keys in disaster recovery planning?

- A. Provides authentication and authorization
- B. Features full-time monitoring
- C. Monitors enclosures
- D. Protects against encrypted attacks

**Answer: A**

Explanation:

Role of a Trusted Third Party:

Trusted third parties, like Certificate Authorities (CAs), validate the correlation between users and public keys.

They ensure secure communication by providing authentication (verifying user identity) and authorization (granting access rights).

Advantages in Disaster Recovery Planning:

Simplifies secure communication during recovery processes.

Provides a trusted mechanism for verifying identities and preventing unauthorized access.

Why Other Options Are Incorrect:

Option A (Monitors enclosures): Not related to public key verification.

Option B (Protects against encrypted attacks): While encryption enhances security, it is not the purpose of a trusted third party.

Option D (Features full-time monitoring): Not a function of trusted third parties like CAs.

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Public Key Infrastructure (PKI) Best Practices - NIST SP 800-32

Role of Trusted Third Parties in Disaster Recovery - Gartner Research

### NEW QUESTION # 56

Which activity is an example of operational decision-making in an organization?

- A. Setting long-term strategic goals and objectives
- B. Designing corporate policies
- C. Evaluating investment opportunities
- D. Managing schedules and daily workflows

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Operational decision-making focuses on short-term, day-to-day activities that keep the organization running efficiently. These decisions are typically structured, routine, and concern the execution of existing processes, such as staffing, work assignments, and scheduling.

Managing schedules and daily workflows is a classic operational-level activity because it involves:

Assigning tasks to staff for the current or upcoming shifts

Adjusting workflows to handle daily workload changes

Ensuring that routine operations proceed according to plan

Option B (Evaluating investment opportunities) is associated with tactical or strategic financial decisions, not daily operations.

Option C (Designing corporate policies) is part of tactical or strategic governance, focused on rules and guidelines that shape behavior across the organization.

Option D (Setting long-term strategic goals and objectives) clearly reflects strategic decision-making, focusing on the direction of the organization over years.

Therefore, managing schedules and daily workflows is the correct example of operational decision-making.

### NEW QUESTION # 57

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