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fact

The confirmation or validation of an event or object

information age

A time when infinite quantities of facts are widely available to anyone who can use a computer

internet of things (IoT)

A world where interconnected Internet-enabled devices or "things" have the ability to collect and share data without human intervention

machine-to-machine (M2M)

refers to devices that connect directly to there devices

data aggregation

The collection of data from various sources for the purpose of data processing

structured data

data that has defined length, type and format and includes numbers, dates, or strings such as Customer Address

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WGU Information Technology Management QGC1 Sample Questions (Q205-Q210):

NEW QUESTION # 205

Which material in electronic devices poses an environmental hazard?

- A. Aluminum in casings
- B. Gold used in connector pins
- **C. Mercury in displays**
- D. Plastic used for insulation

Answer: C

Explanation:

Mercury, commonly found in older LCD displays, fluorescent backlights, and some batteries, is a toxic heavy metal that poses significant environmental and health hazards if electronic waste is not disposed of properly. It can contaminate soil and water supplies, harming both humans and wildlife.

Option B: Plastic is generally not toxic in the same way, though it contributes to waste.

Option C: Aluminum is recyclable and not considered highly hazardous.

Option D: Gold is valuable and recyclable, not an environmental hazard.

Therefore, the hazardous material in electronic devices is mercury in displays.

Reference:

WGU Information Technology Management - IT Sustainability and E-Waste, section on Hazardous Materials in Electronics.

NEW QUESTION # 206

A company wants to unify its inventory, production, and financial reporting systems to improve coordination. Which type of software would support this?

- **A. Enterprise resource planning**
- B. Departmental metrics dashboard tool
- C. Team collaboration scheduling
- D. Digital inventory logging utility

Answer: A

Explanation:

Enterprise Resource Planning (ERP) systems integrate inventory management, production, accounting, and financial reporting into a single unified platform. This allows departments to share accurate, real-time information, ensuring better coordination and decision-making across the organization.

Option A: Too limited-logging utilities track inventory only, not multiple business functions.

Option C: Scheduling tools support collaboration but do not integrate core business processes.

Option D: Dashboards display data but do not unify or coordinate systems.

Thus, the correct solution is Enterprise Resource Planning software.

Reference:

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

NEW QUESTION # 207

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

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

Answer: A

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."

References:

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

NEW QUESTION # 208

Which operational customer relationship management (CRM) technology maintains customer data and identifies prospective customers for future sales?

- A. Call scripting
- B. Cross-selling
- C. Campaign management
- D. Contact management

Answer: D

NEW QUESTION # 209

Which hacking method involves forging the from address so that replies go to an unintended audience?

- A. Hoaxes
- B. Spoofing
- C. Packet tampering
- D. Spyware

Answer: B

Explanation:

* Definition of Spoofing:

* Spoofing involves forging the "from" address in communications (e.g., emails) so that replies or interactions are misdirected.

* Attackers use this method to impersonate trusted entities, steal sensitive information, or redirect responses to malicious actors.

* Impact of Spoofing:

* Misleads recipients into sharing sensitive information.

* Often used in phishing and social engineering attacks.

* Incorrect Options Analysis:

* A. Packet tampering: Involves altering data packets during transmission.

* C. Spyware: Refers to software that secretly monitors user activity.

- * D. Hoaxes: Refers to false warnings or scams, not address forgery.
- References and Documents of Information Technology Management:
- * "Email Security and Spoofing Prevention" (NIST Cybersecurity Framework).
- * ITIL Security Management Practices (Axelos).

NEW QUESTION # 210

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