

Information-Technology-Management Actual Exam & Information-Technology-Management Exam Guide & Information-Technology-Management Practice Exam

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Terms in this set (68)

How can data be stored in a report so that a user can easily comprehend the information?	Table, matrix, or graphical format
A business wants to allow its employees to communicate online with each other in real time. What should the business use to achieve this?	Instant messaging service
An organization wants to calculate their sales by region. Which type of software will serve this need?	Spreadsheet
Which component functions as a computer's working memory?	Random access memory (RAM)

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WGU Information Technology Management QGC1 Sample Questions (Q36-Q41):

NEW QUESTION # 36

Which statement describes the analysis phase of the systems development life cycle (SDLC)?

- A. Establishing full descriptions of the desired features and operations of the system
- B. Establishing a high-level strategy and goals for an intended project
- C. Physically constructing software and information systems using programming languages
- D. **Identifying end-user business requirements and refining project goals into defined functions and operations**

Answer: D

NEW QUESTION # 37

Which statement describes the planning phase of the systems development life cycle (SDLC)?

- A. Establishing full descriptions of the desired features and operations of the system
- B. Bringing project pieces together, checking interoperability, and verifying functionality
- C. Performing corrections, additions, and upgrades to ensure the system continually meet business goals
- D. **Establishing a high-level strategy and goals for an intended project**

Answer: D

NEW QUESTION # 38

An organization struggles with slow, multi-step payroll operations across disconnected systems.

Which type of software could streamline this process?

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

Answer: C

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 # 39

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

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

Answer: D

NEW QUESTION # 40

Which type of testing in the systems development life cycle (SDLC) focuses on how different components of the software work together?

- A. **Integration testing**
- B. Parallel testing
- C. Acceptance testing
- D. Unit testing

Answer: A

Explanation:

Integration testing focuses on ensuring that different modules or components of the system work together correctly. This validates that individual units, once combined, interact seamlessly and produce the expected results.

Option B (Parallel testing): Compares old and new systems running together.

Option C (Unit testing): Tests individual components in isolation.

Option D (Acceptance testing): Validates the entire system with user requirements.

Thus, the type of testing that ensures components work together is Integration testing.

Reference:

WGU Information Technology Management - Software Testing, section on Integration Testing.

NEW QUESTION # 41

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