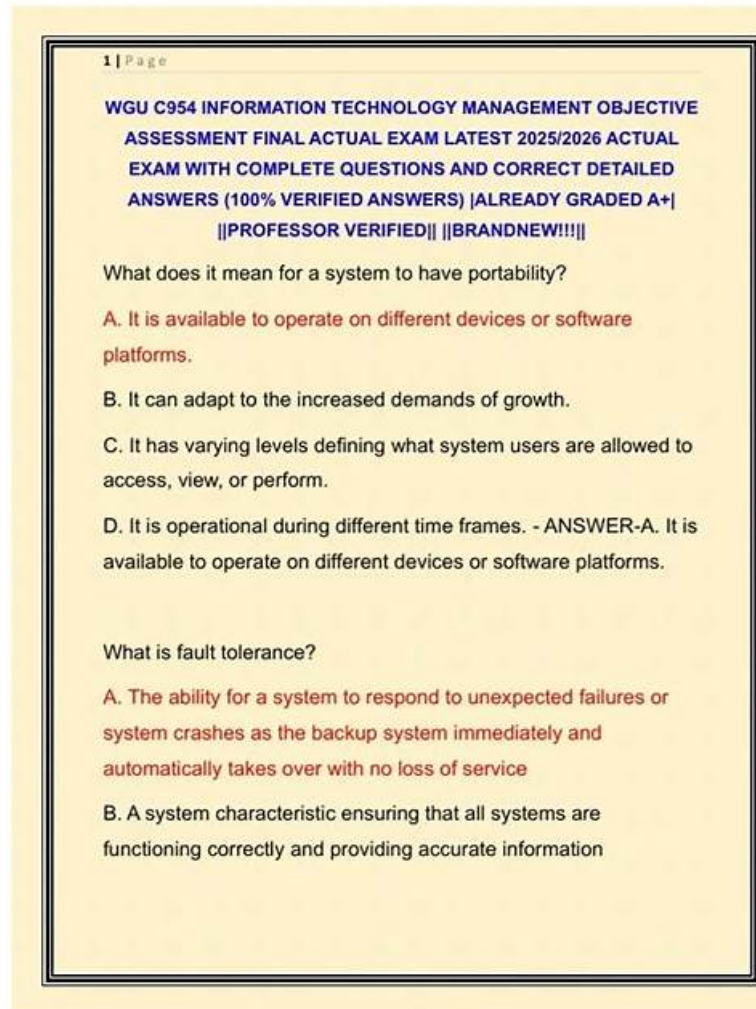


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WGU Information Technology Management QGC1 Sample Questions (Q163-Q168):

NEW QUESTION # 163

Employees in different business levels need knowledge to effectively drive their work and decision-making.

Which term describes the trait of an IT leader to effectively translate perspectives at both a broad and corporate strategic level?

- A. Systems thinking
- B. Breadth
- C. Courage
- D. Coordinate

Answer: A

Explanation:

Definition of Systems Thinking:

Systems thinking refers to the ability to understand and analyze how different components of a system interact and influence each other, especially at a broad organizational and strategic level.

For an IT leader, this means bridging the gap between technical operations and corporate strategy, enabling effective communication and alignment across all levels of the business.

Why Systems Thinking is Important for IT Leaders:

Ensures alignment of IT initiatives with organizational goals.

Facilitates problem-solving by understanding the broader impact of decisions.

Encourages cross-functional collaboration and holistic decision-making.

Incorrect Options Analysis:

B . Coordinate: While coordination is a skill, it does not encompass the strategic perspective described.

C . Courage: An important leadership trait, but not specific to systems-level thinking.

D . Breadth: Refers to having a wide range of knowledge, but lacks the systems-oriented focus.

and Documents of Information Technology Management:

ITIL 4 Leadership Practices: Systems Thinking (Axelos).

"Systems Thinking for IT Leaders" (Harvard Business Review).

NEW QUESTION # 164

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

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

Answer: C

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 # 165

How does a customer relationship management (CRM) system facilitate collaboration among sales, marketing, and customer service teams?

- A. By providing a centralized sharing platform
- B. By tracking internal communication metrics
- C. By managing campaign workflow approvals
- D. By assigning shared customer tasks

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A CRM system facilitates collaboration among sales, marketing, and customer service teams by acting as a centralized platform where customer-related information is stored, updated, and shared. This centralized sharing platform allows all teams to:

Access the same up-to-date customer profiles, interaction history, and preferences See previous communications, issues, and opportunities related to each customer Coordinate activities (such as campaigns, sales follow-ups, and support cases) based on a unified view of the customer Avoid duplicated efforts and conflicting messages By providing this shared environment, CRM ensures that each team's actions are informed by the same data, improving coordination and the overall customer experience.

Option A (Managing campaign workflow approvals) is a specific marketing process, not the broader cross-team collaboration capability.

Option B (Assigning shared customer tasks) can be a useful function, but it is one feature inside the broader concept of collaborating via a centralized platform.

Option C (Tracking internal communication metrics) focuses on measurement rather than enabling day-to-day collaboration around customer information.

Therefore, the way a CRM system most directly facilitates collaboration among sales, marketing, and customer service is by providing a centralized sharing platform for customer data and interactions.

NEW QUESTION # 166

Which type of software saves information if there is a system error?

- A. Data encryption
- B. Crash-proof
- C. Uninstaller
- D. Disk optimization

Answer: B

Explanation:

Crash-proof software prevents data loss during system failures by automatically saving information or maintaining system stability. Examples include backup solutions and automatic recovery features in operating systems.

:

Stallings, W. (2018). Operating Systems: Internals and Design Principles. Pearson.

NEW QUESTION # 167

A company wants to unify its inventory, production, and financial reporting systems to improve coordination.

Which type of software would support this?

- A. Digital inventory logging utility
- B. Departmental metrics dashboard tool

- C. Enterprise resource planning
- D. Team collaboration scheduling

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Enterprise Resource Planning (ERP) software is designed to integrate core business processes across the entire organization into a single, unified system. Typical modules within an ERP system include:

Inventory and materials management

Production and manufacturing planning

Finance and accounting

Procurement, sales, and distribution

Sometimes HR, payroll, and other functional areas

The key purpose of ERP is to share a common database and standardized processes so that data flows seamlessly between departments. For example:

Inventory changes automatically affect production planning and financial records.

Production orders and completions are reflected in both stock levels and cost accounting.

Financial reporting can draw directly from real-time operational data.

The scenario describes a company that wants to unify its inventory, production, and financial reporting systems to improve coordination, which is exactly the core value proposition of ERP.

Why the other options are incorrect:

A . Digital inventory logging utility - This might help track inventory only, but it would not integrate production and financial reporting across the enterprise.

B . Team collaboration scheduling - This is focused on calendars, meetings, and collaboration, not on integrating operational and financial systems.

C . Departmental metrics dashboard tool - Dashboards may visualize data from multiple systems, but they do not inherently unify and integrate the underlying processes and data sources the way ERP does.

Therefore, the correct choice is D. Enterprise resource planning, because it integrates inventory, production, and financial reporting into one cohesive system.

Reference:

NEW QUESTION # 168

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