

Test Information-Technology-Management Answers, Certification Information-Technology-Management Sample Questions

CPI Certification Test Questions and Answer solutions (Verified Answers)

4 Behavior Levels

- ✓ Anxiety
- 2. Defensive
- 3. Acting Out Person
- 4. Tension Reduction

Staff Attitude and Approach to Anxiety

- ✓ Be Supportive
an emphatic non-judgemental attempt to alleviate anxiety

Staff Attitude and Approach to Defensive

- ✓ directive-attempt to control the situation and begin to set limits

Staff Attitude and Approach Acting Out Person

- ✓ non-violent physical crisis intervention

Staff Attitudes for Tension Reduction

- ✓ therapeutic rapport decrease in energy regaining of rationality

Integrated Experience

- ✓ we can set the tone for whether or not the behavior escalates or de-escalates

Non-verbal-proxemics (personal space)

- ✓ area surrounding your body considered an extension of self. 1 1/2 to 3 feet (typically) culture, height, gender, age, status, appearance, and familiarity.

kinesics (body language)

- ✓ non-verbal message transmitted by motion and body posture. Factors: eye contact, facial expressions send a very strong message gestures, how we stand (stance) hands

3 reasons for using the CPI supportive stance

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WGU Information Technology Management QGC1 Sample Questions (Q121-Q126):

NEW QUESTION # 121

What is an example of a knowledge factor used for authentication?

- **A. Password**
- B. ID card
- C. Security token
- D. Fingerprint

Answer: A

Explanation:

* Understanding Knowledge Factors:

* Knowledge factors are something the user knows and are commonly used for authentication.

* Examples include passwords, PINs, and security questions.

* Why Other Options Are Incorrect:

* Option A (ID card): This is a possession factor (something you have).

* Option C (Security token): A security token is also a possession factor.

* Option D (Fingerprint): This is a biometric factor (something you are).

References:

* NIST Authentication Guidelines (SP 800-63)

* "Multi-Factor Authentication Best Practices" - Gartner

NEW QUESTION # 122

Why should chief information officers embrace risk in digital leadership?

- **A. To challenge existing models and drive innovation**
- B. To maintain infrastructure and operational efficiency
- C. To beat competitors to the market
- D. To limit investment in experimentation

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In digital leadership, chief information officers (CIOs) are expected to lead change, adopt new technologies, and rethink traditional business models. This inherently involves taking calculated risks. Embracing risk allows CIOs to:

Challenge existing models-question outdated processes, structures, and technologies.

Explore innovative solutions, such as new platforms, automation, AI, and customer engagement methods.

Move the organization toward digital transformation, rather than staying locked into legacy approaches.

Create value by experimenting, learning, and iterating on new initiatives.

Why the other options are incorrect:

A . To beat competitors to the market - Speed to market can be a benefit, but embracing risk in digital leadership is primarily about innovation and transformation, not just being first.

C . To maintain infrastructure and operational efficiency - Maintenance and efficiency call for risk reduction, not increased risk-taking. This is more aligned with traditional IT operations than digital leadership.

D . To limit investment in experimentation - Embracing risk is the opposite of limiting experimentation. Digital leaders must support experimentation and learning.

Therefore, the best reason CIOs should embrace risk in digital leadership is to challenge existing models and drive innovation, which matches Option B.

NEW QUESTION # 123

Which prototyping method demonstrates how a solution operates using various data and business rules as inputs?

- A. Storyboards
- B. Workflow modeling
- **C. Simulation**
- D. Static modeling

Answer: C

Explanation:

Simulation is a prototyping method that replicates how a system or solution would function in real-world scenarios. It allows businesses to test various data inputs, business rules, and operational conditions before full implementation. This method helps identify potential issues and optimize decision-making.

References:

Banks, J., Carson, J. S., Nelson, B. L., & Nicol, D. M. (2010). *Discrete-Event System Simulation*. Prentice Hall.
Pidd, M. (2004). *Computer Simulation in Management Science*. John Wiley & Sons.

NEW QUESTION # 124

Which process includes assessing and prioritizing threats to reduce the potential impact on an organization?

- A. Threat modeling
- **B. Risk management**
- C. Cyber hygiene
- D. Penetration testing

Answer: B

Explanation:

Risk management is the process of identifying, assessing, prioritizing, and mitigating threats to reduce the potential impact on an organization. It ensures that risks such as cyberattacks, system failures, or compliance violations are proactively managed through policies, controls, and safeguards.

Option A: Cyber hygiene refers to regular practices like updating software and using strong passwords.

Option B: Penetration testing identifies vulnerabilities but does not prioritize overall organizational risks.

Option C: Threat modeling analyzes system-specific threats but is narrower in scope than risk management.

Thus, the correct answer is Risk management.

Reference:

WGU Information Technology Management - Risk and Security Management, section on Risk Management Process.

NEW QUESTION # 125

Which basic business system serves operational level analysts in an organization?

- A. Decision support system (DSS)
- **B. Transaction processing system (TPS)**
- C. Optimization analysis system (OAS)
- D. Executive information system (EIS)

Answer: B

Explanation:

Definition of Transaction Processing System (TPS):

A TPS handles the day-to-day business transactions of an organization, such as sales, payroll, order processing, and inventory tracking.

It is designed for operational-level analysts who need to process large volumes of routine transactions efficiently.

Purpose of TPS:

Ensures the integrity and accuracy of business transactions.

Provides operational data required for other systems like Decision Support Systems (DSS) or Management Information Systems (MIS).

Incorrect Options Analysis:

- A . Optimization Analysis System (OAS): Not a standard system type in IT management.
 - B . Decision Support System (DSS): Focuses on tactical and strategic decision-making.
 - D . Executive Information System (EIS): Caters to high-level executives, not operational-level analysts.
- and Documents of Information Technology Management:
 "Foundations of IT Systems" (McGraw-Hill Education).
 ITIL Foundation Documentation (Axelos).

NEW QUESTION # 126

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