

Detail Information-Technology-Management Explanation - Information-Technology-Management Dumps Guide



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WGU Information Technology Management QGC1 Sample Questions (Q65-Q70):

NEW QUESTION # 65

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

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

Answer: C

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).

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NIST Authentication Guidelines (SP 800-63)

"Multi-Factor Authentication Best Practices" - Gartner

NEW QUESTION # 66

Which scenario would cause an organization to create a global team?

- A. As the organization grows it is becoming difficult to find talent in the local market.
- B. The organization is embarking on a digital transformation effort.
- C. For security purposes the organization is moving to a private cloud provider.
- D. The organization's largest client is the United States Military.

Answer: A

NEW QUESTION # 67

A company's IT team often struggles to track the location of laptops and mobile devices across departments. Which type of software would support this function?

- A. Patch management software
- B. Service request tracking software
- C. Asset management software
- D. Backup and recovery software

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Asset management software is specifically designed to track, manage, and record information about an organization's IT assets, including laptops, desktops, mobile devices, servers, and other hardware. It typically maintains details such as:

Current location of the asset (e.g., which department or user)

Ownership or assignment (which employee or team has it)

Status (in use, in storage, under repair, retired)

Lifecycle information (purchase date, warranty, depreciation, replacement schedule) In an Information Technology Management context, asset management systems provide a central repository of all IT hardware and often software licenses, enabling IT teams to quickly see where devices are, who has them, and how they are being used. This directly addresses the problem described: difficulty tracking the location of laptops and mobile devices across departments.

Why the other options are incorrect:

A . Backup and recovery software - This focuses on copying data and restoring it in case of loss or corruption. It protects information, not physical device location.

B . Patch management software - This is used to deploy and manage software updates and security patches across systems. It helps keep devices up to date but does not primarily track physical asset location.

D . Service request tracking software - Often part of an IT service management (ITSM) or help desk system, this tracks tickets and service requests, not physical hardware inventory and location.

Therefore, the correct choice is C. Asset management software, as it directly supports tracking the location and ownership of laptops and mobile devices across the organization.

Reference:

NEW QUESTION # 68

What is the purpose of the Internet Use portion of the IT ethics policy?

- A. To identify company branding for use in communications
- B. To improve worker productivity
- C. To specify what a user can and cannot do with company printers
- D. To specify which email messages may be read by others

Answer: B

Explanation:

* Purpose of Internet Use Policy in IT Ethics:

* An Internet Use Policy is a subset of an organization's IT ethics policy. It outlines acceptable use of the organization's internet

resources by employees.

* By defining clear guidelines, the policy aims to minimize time wasted on personal browsing and ensure internet use aligns with business goals.

* Relation to Worker Productivity:

* The policy is designed to prevent misuse of the internet (e.g., excessive social media use or visiting non-work-related websites), which can negatively impact productivity.

* Encouraging responsible use fosters a professional environment and helps employees focus on work-related tasks.

* Why Other Options Are Incorrect:

* Option B: Email monitoring may be part of broader IT security policies but is not the focus of Internet Use policies.

* Option C: Branding guidelines apply to communication policies, not internet usage policies.

* Option D: Printer usage is covered under equipment policies, not internet use policies.

References:

* "Employee Internet Use Policy Guidelines" - SHRM

* IT Ethics and Acceptable Use Policies, ISO 27002

NEW QUESTION # 69

Which system supports front-line retail teams in real-time decision-making by updating sales and inventory information as activity occurs?

- A. Management information system
- B. Customer relationship management system
- **C. Online transaction processing system**
- D. Decision support system

Answer: C

Explanation:

An Online Transaction Processing (OLTP) system supports real-time processing of sales and inventory data. In retail, OLTP systems update information immediately as transactions occur, enabling front-line employees to make accurate, real-time decisions on sales, stock, and customer service.

Option B: Decision support systems (DSS) help managers with complex analysis, not real-time retail decisions.

Option C: Management information systems (MIS) provide summaries and reports, not live updates.

Option D: CRM systems manage customer relationships, not transaction-level sales and inventory.

Thus, the system is Online Transaction Processing (OLTP).

Reference:

WGU Information Technology Management - Information Systems, section on OLTP Systems.

NEW QUESTION # 70

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