

Information-Technology-Management Test Braindumps: WGU Information Technology Management QGC1 - Information-Technology-Management Pass-Sure Materials &

WGU D075 Information Technology Management Essentials with complete solutions.

1. **Adware:** Programs that automatically display or download advertising to a computer.
2. **Application Software:** Software that is designed for the user to carry out a specific task.
3. **Best Practice:** A management process, technique, or method that is most effective at arriving at a desired outcome or a better outcome than any other process, technique, or method.
4. **Big Data:** Data that is collected from all over the internet, including smartphone metadata, internet usage records, social media activity, computer usage records, and countless other data sources.
5. **Bus Topology:** A network topology sometimes called a linear bus, where each of a network's nodes is connected to a common linear backbone that has two endpoints.
6. **Business Analytics:** Attempts to make connections between data so organizations can try to predict future trends that may give them a competitive advantage.
7. **Business Intelligence (BI):** Strategies and technologies used by enterprises for the data analysis of business information.
8. **Cache:** A hardware or software component that stores data so that future requests for that data can be served faster.
9. **Campus Area Network (CAN):** A computer network that connects two or more LANs that are located on a campus.
10. **Chief Information Officer (CIO):** A job title for the board-level head of an information technology department within a business organization. The CIO's job is to make sure IT assets are in place to ensure a smooth transition.
11. **Chief Information Security Officer (CISO):** The CISO is generally focused on the security of an organization's data and information, making sure it is backed up, deciding who gets to see it and who does not, and so on.
12. **Chief Security Officer (CSO):** A CSO is in charge of such things as the physical security and safety of employees, facilities, and corporate assets and may have a law enforcement background.
13. **Chief Technology Officers (CTO):** The CTO runs the organization's IT engineering group and serves as the company's top technology architect.
14. **Click Fraud:** An internet fraud scheme that automatically passes a user to an advertiser, whether they had any intention of visiting or not, in order to collect a per-click fee.

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WGU Information Technology Management QGC1 Sample Questions (Q108-Q113):

NEW QUESTION # 108

A company has a large percentage of employees who resist the use of new technologies. What should the company consider first before implementing a unified communications system?

- A. Competitors' systems
- B. Employee accessibility
- C. Pilot testing
- **D. Corporate culture**

Answer: D

Explanation:

Importance of Corporate Culture in Technology Adoption:

Organizational culture directly influences employees' willingness to adopt new technologies.

Resistance often stems from fear of change, lack of trust in technology, or inadequate training.

Steps Before Implementing a Unified Communications System:

Assess the corporate culture to identify barriers to adoption.

Develop a change management strategy to address concerns and align the system with company values.

Incorrect Options Analysis:

A . Pilot Testing: Useful later in implementation, but not the first step.

B . Employee Accessibility: Important but secondary to addressing cultural barriers.

D . Competitors' Systems: Irrelevant to internal resistance issues.

and Documents of Information Technology Management:

ITIL 4 Digital Transformation Guide (Axelos).

"Change Management in Technology Implementation" (Harvard Business Review).

NEW QUESTION # 109

A manager asks a team member to identify the top five customers by total dollars spent on the company's services in the past calendar year. Which phase of the customer relationship management (CRM) system does this represent?

- **A. Reporting**
- B. Distributing
- C. Predicting
- D. Analyzing

Answer: A

Explanation:

* Understanding Reporting in CRM:

* The reporting phase of CRM involves extracting data to generate summaries and insights.

* Reports help in understanding customer activities, such as identifying top customers based on spending.

* Application in the Scenario:

* The manager requests a report listing the top five customers by total spending, a classic example of CRM reporting.

* Why Other Options Are Incorrect:

* Option A (Distributing):Distributing is not a CRM phase.

* Option B (Analyzing):Analyzing involves identifying trends or patterns, not generating a simple report.

* Option C (Predicting):Predicting is forward-looking and does not match the scenario of reviewing past data.

References:

- * CRM Reporting Capabilities Overview - Forrester
- * Reporting vs Analysis in CRM Systems - HubSpot

NEW QUESTION # 110

How does operational decision-making differ from strategic decision-making?

- A. It establishes the mission statement of the company.
- B. It sets the overall direction of the company.
- **C. It involves day-to-day activities.**
- D. It focuses on long-term goals.

Answer: C

Explanation:

Operational decision-making is focused on day-to-day activities that keep the organization running smoothly, such as scheduling, inventory control, and customer service. In contrast, strategic decision-making involves setting the company's overall direction and long-term goals.

Option A: Mission statements are part of strategic planning.

Option B: Long-term goals are strategic, not operational.

Option D: Overall direction is strategic, not operational.

Thus, operational decision-making differs by focusing on day-to-day activities.

Reference:

WGU Information Technology Management - Decision-Making Levels, section on Operational vs. Strategic Decisions.

NEW QUESTION # 111

How can chief information officers use digital tools to actively engage stakeholders?

- A. By focusing on documents that encourage stakeholder participation and input
- **B. By using platforms that support real-time collaboration**
- C. By automating communication based on static reports and timely updates
- D. By using static reports updated weekly

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

To actively engage stakeholders, a CIO must create two-way, dynamic, and continuous interaction using digital tools. Platforms that support real-time collaboration enable:

Live discussion, feedback, and decision-making (e.g., chat, video meetings, shared workspaces).

Co-editing of documents, boards, or plans in real time, keeping everyone aligned.

Immediate clarification of questions and issues, which supports faster, more engaged participation.

Stronger stakeholder involvement in IT projects, strategy, and change initiatives.

These platforms might include digital collaboration suites, team workspaces, project collaboration tools, and integrated communication platforms.

Why the other options are less effective:

B. Focusing on documents that encourage stakeholder participation and input - Documents can support engagement, but they are typically asynchronous and static. Without real-time collaboration, engagement is limited.

C. Using static reports updated weekly - Static, periodic reports are one-way communication and do not promote active stakeholder engagement.

D. Automating communication based on static reports and timely updates - Automation may improve efficiency, but it still emphasizes broadcasting information, not interactive engagement.

Therefore, CIOs can most effectively actively engage stakeholders by using platforms that support real-time collaboration, making Option A correct.

NEW QUESTION # 112

Which benefit does a prototype provide to a client?

- A. Blueprint of the entire project
- B. Detailed instructions for development
- C. Static example of the finished product
- **D. Demonstration of interaction with the interface**

Answer: D

NEW QUESTION # 113

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