

Information-Technology-Management자격증공부자료 & Information-Technology-Management인증시험자료



2026 Pass4Test 최신 Information-Technology-Management PDF 버전 시험 문제집과 Information-Technology-Management 시험 문제 및 답변 무료 공유: https://drive.google.com/open?id=1b9kzkcrQqGVLAfxwd8_aHaQ_B906An4c

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>> Information-Technology-Management자격증공부자료 <<

최신버전 Information-Technology-Management자격증공부자료 시험덤프 문제

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최신 Courses and Certificates Information-Technology-Management 무료 샘플문제 (Q208-Q213):

질문 # 208

A company no longer wants to sell one product to as many customers as possible. Now they want to sell one customer as many products as possible. Which type of software gathers and analyzes customer information to tailor this marketing campaign?

- A. Distribution management (DM)
- B. Operations management (OM)
- C. Customer relationship management (CRM)
- D. Supply chain management (SCM)

정답: C

설명:

- * Understanding the Scenario:
 - * The company is shifting focus from mass marketing to personalized marketing, targeting individual customers with tailored offerings.
 - * Role of CRM:
 - * CRM systems gather and analyze customer data, including purchase history, preferences, and interactions, to personalize marketing strategies.
 - * CRM tools help businesses cross-sell and upsell products effectively by understanding customer needs.
 - * Why Other Options Are Incorrect:
 - * Option A (DM): Distribution management focuses on the logistics of product delivery.
 - * Option C (SCM): Supply chain management optimizes production and delivery, not marketing.
 - * Option D (OM): Operations management focuses on internal processes rather than customer interactions.
- References:
- * "The Role of CRM in Modern Marketing" - Forrester
 - * CRM Best Practices Guide - Salesforce

질문 # 209

How can a unified communications system meet the communication goals of most organizations?

- A. Manages customer expectations
- B. Makes employees more comfortable
- C. Reduces latency between parties
- D. Generates innovative solutions

정답: C

설명:

- * Understanding Unified Communications Systems:
 - * Unified Communications (UC) integrates multiple communication tools like voice, video, messaging, and collaboration tools into a single platform.
 - * Its goal is to enhance real-time communication and collaboration within and outside the organization.
 - * Reducing Latency:
 - * UC reduces delays (latency) in communication by enabling instant messaging, video conferencing, and real-time collaboration tools.
 - * This ensures faster decision-making and improves organizational efficiency.
 - * Why Other Options Are Incorrect:
 - * Option A: Managing customer expectations is more aligned with CRM systems.
 - * Option C: Generating solutions involves creativity and innovation tools, not UC.
 - * Option D: While UC improves efficiency, it does not specifically aim to make employees "comfortable."
- References:
- * "Unified Communications: Transforming Organizational Communication" - Gartner
 - * IT Communication Frameworks and UC Standards

질문 # 210

Which hacking method involves forging the from address so that replies go to an unintended audience?

- A. Spyware
- B. Packet tampering
- C. Hoaxes
- D. Spoofing

정답: D

설명:

Definition of Spoofing:

Spoofing involves forging the "from" address in communications (e.g., emails) so that replies or interactions are misdirected. Attackers use this method to impersonate trusted entities, steal sensitive information, or redirect responses to malicious actors.

Impact of Spoofing:

Misleads recipients into sharing sensitive information.

Often used in phishing and social engineering attacks.

Incorrect Options Analysis:

A . Packet tampering: Involves altering data packets during transmission.

C . Spyware: Refers to software that secretly monitors user activity.

D . Hoaxes: Refers to false warnings or scams, not address forgery.

and Documents of Information Technology Management:

"Email Security and Spoofing Prevention" (NIST Cybersecurity Framework).

ITIL Security Management Practices (Axelos).

질문 # 211

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

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

정답: A

질문 # 212

Which epolicy is the starting point and the umbrella for all other policies the organization might establish?

- A. Acceptable use
- B. Email privacy
- C. Computer use
- D. Information privacy

정답: A

설명:

* Definition of Acceptable Use Policy (AUP):An Acceptable Use Policy serves as the umbrella policy outlining how employees and users can utilize organizational IT assets and resources responsibly. It is the starting point for all other IT-related policies.

* Purpose of AUP:

* Provides general guidelines for using devices, networks, and data ethically and securely.

* Sets the foundation for more specific policies such as email privacy and information privacy.

* Incorrect Options Analysis:

* Computer Use:A sub-policy derived from AUP, detailing how specific devices are to be used.

* Email Privacy:Focuses specifically on email communication, not broader IT use.

* Information Privacy:Covers the ethical handling of sensitive information, but not all IT usage aspects.

References and Documents of Information Technology Management:

* ISO/IEC 27002 Standard (Information Security).

* "The Role of Acceptable Use Policies in IT Governance" (ITIL Whitepaper).

질문 # 213

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