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WGU Information Technology Management QGC1 Sample Questions (Q77-Q82):

NEW QUESTION # 77
How does service-oriented architecture (SOA) help companies become more agile?

- **A. Aligns business needs and the management information system capabilities that support these needs**
- B. Breaks the project into four phases to provide quicker feedback and improve results
- C. Requires a tight adherence to a sequence of steps to accomplish the original goal
- D. Builds a working model of the system on a small scale to detect errors early in development

Answer: A

Explanation:
Understanding Service-Oriented Architecture (SOA):
SOA is an architectural style that enables organizations to build modular services that align IT capabilities with business needs.
Each service in SOA is designed to perform a specific business function and can be reused across different applications or processes.
How SOA Enhances Agility:
By aligning business needs with IT capabilities, SOA allows organizations to quickly adapt to changing requirements.
Services can be reused or combined to support new business processes without extensive redevelopment.
Why Other Options Are Incorrect:
Option A: Breaking projects into phases aligns with agile methodologies, not SOA.
Option C: Strict adherence to a sequence is characteristic of the waterfall approach, not SOA.
Option D: Building small-scale models refers to prototyping, not SOA.
:
"SOA and Business Agility" - Gartner
Service-Oriented Architecture Best Practices - IEEE

NEW QUESTION # 78
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. Distributing
- B. Predicting
- **C. Reporting**
- D. Analyzing

Answer: C

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 # 79
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 # 80
Which action helps ensure legal compliance in IT?

- A. Focusing on implementing new IT systems
- B. Reviewing laws during annual planning
- C. Auditing IT practices on a regular basis
- D. Consulting external experts without follow-up

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
To help ensure legal compliance in IT, organizations must actively verify that their systems, processes, and controls are operating in accordance with relevant laws, regulations, and policies. One of the most effective ways to do this is through regular audits of IT practices.
Regular IT audits involve systematically reviewing security controls, access management, data handling, logging, change management, and other processes to identify gaps, violations, or weaknesses. These audits support corrective actions, continuous improvement, and documented evidence of compliance. They also help detect non-compliant behavior early, before it leads to legal or regulatory consequences.
Option A is incorrect because implementing new systems alone does not ensure compliance; in fact, new systems can introduce new compliance risks if not audited.
Option C is insufficient; reviewing laws only during annual planning does not ensure ongoing compliance in day-to-day operations.
Option D is incomplete because consulting external experts without follow-up action or review does not guarantee that compliance requirements are actually met or maintained.
Therefore, the action that most directly helps ensure legal compliance in IT is B. Auditing IT practices on a regular basis.

NEW QUESTION # 81
What is the definition of the accountability vs. ownership paradox?

- A. The ability to use a uniquely enterprise view to create business process change
- B. A situation in which a company's CIO is responsible for the outcomes of technology implementations but does not have the power to change ' business processes
- C. An evaluation of where a business is headed, what it wants to achieve, and how it will support its objectives
- D. A situation in which the CEO is concerned they might be overlooking a digital disrupter that competitors have surely discovered

Answer: B

NEW QUESTION # 82
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