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>> **Information-Technology-Management Standard Answers** <<

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WGU Information Technology Management QGC1 Sample Questions (Q208-Q213):

NEW QUESTION # 208

Which organizational policy states that an employee should never send unsolicited emails outside the organization?

- A. Anti-spam policy
- B. Information use policy
- C. Social media policy
- D. Employee monitoring policy

Answer: A

NEW QUESTION # 209

An inventory manager is using a company's customer relationship management (CRM) system to determine how much inventory to pre-order for an upcoming sales promotion.

Which phase of CRM does this describe?

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

Answer: C

NEW QUESTION # 210

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

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

Answer: A

Explanation:

* 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).

NEW QUESTION # 211

A business struggles to manage inquiries and follow-ups because data is spread across different systems.

Which software type could address this problem?

- **A. Customer relationship management system**
- B. Advanced business intelligence platform
- C. Enterprise resource planning solution
- D. Digital marketing management system

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A Customer Relationship Management (CRM) system is designed to centralize and manage all customer-related information and interactions in a single database and interface. This includes inquiries, contacts, communication history, sales opportunities, and follow-up tasks.

In this scenario, the business has inquiries and follow-ups scattered across different systems, making it hard to track and respond. A CRM system would:

Consolidate customer data and communication history into one place.

Provide tools to manage leads, cases, and follow-up activities.

Improve customer service and responsiveness by giving staff a unified view of each customer's interactions. This directly addresses the problem of fragmented data and poor management of inquiries and follow-ups.

Why the other options are incorrect:

A . Digital marketing management system - Focuses on planning and executing marketing campaigns (email campaigns, social media, ads), not on end-to-end tracking of customer inquiries and follow-ups across sales and service.

B . Advanced business intelligence platform - BI tools analyze data and create reports or dashboards; they do not provide the operational, day-to-day tracking and workflow for customer interactions like a CRM does.

D . Enterprise resource planning (ERP) solution - ERP focuses on internal business processes (finance, inventory, HR, manufacturing). Some ERPs have customer-related modules, but the primary system specifically designed to manage customer interactions and inquiries is CRM.

Thus, the correct software type to solve the issue of scattered customer inquiries and follow-ups is a Customer Relationship Management (CRM) system.

NEW QUESTION # 212

Which network gives outside users controlled access to internal resources?

- A. Local area network
- B. Virtual private network
- C. Intranet
- D. Extranet

Answer: D

Explanation:

An Extranet extends an organization's internal network to provide controlled access to external users such as suppliers, vendors, and business partners. It uses security mechanisms like authentication and encryption to ensure that only authorized external parties can access the relevant internal resources.

Option A (Intranet): Internal-only network for employees; not accessible to outside users.

Option B (VPN): Provides secure remote connections for users but does not inherently grant controlled access to internal systems for external organizations.

Option C (LAN): A local network limited to internal devices in a small geographic area.

Thus, the correct type of network is an Extranet.

Reference:

WGU Information Technology Management - Networking and Communication Systems, section on Intranet, Extranet, and VPN Technologies.

NEW QUESTION # 213

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