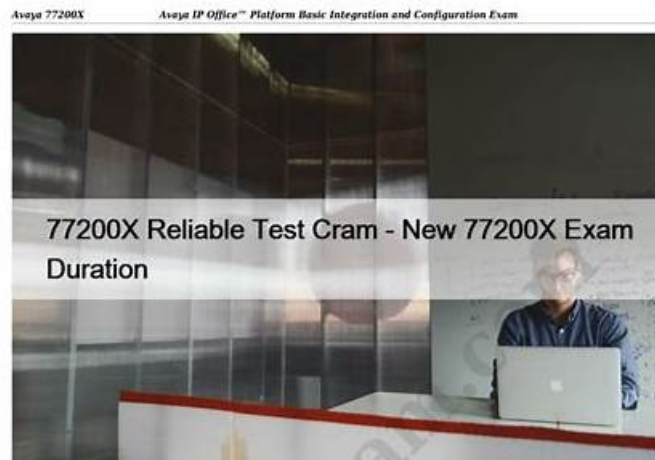


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WGU Information Technology Management QGC1 Sample Questions (Q14-Q19):

NEW QUESTION # 14

A hospital has implemented several new software systems and has chosen to implement ITIL to maintain and continually improve services. Which need influenced the hospital's decision to implement ITIL?

- A. Increased access to global vendors
- **B. Increased dependence on technology**
- C. Increased dependence on human interaction
- D. Increased access to global consumer

Answer: B

Explanation:

- * Understanding ITILITIL (Information Technology Infrastructure Library) is a framework designed to standardize IT service management (ITSM) and ensure efficient and quality delivery of IT services. It helps organizations align IT services with the needs of the business and supports continuous improvement.
- * Scenario Analysis: Hospital's New Software Systems
- * The hospital has implemented several new software systems, indicating a shift towards a more technology-driven approach.
- * Hospitals rely heavily on technology for patient care, administrative management, and operational efficiency. Examples include electronic health records (EHRs), patient monitoring systems, and diagnostic tools, which are technology-intensive.
- * ITIL's Relevance in Hospitals
- * ITIL enables systematic management of IT services, ensuring reliability, efficiency, and continuous improvement.
- * ITIL addresses the challenges of technology dependence by offering best practices for managing service delivery, minimizing downtime, and ensuring compliance with regulatory standards (e.g., HIPAA).
- * Why Option C is Correct (Increased Dependence on Technology)
- * As the hospital integrates more software systems, it becomes increasingly reliant on technology to support critical operations.
- * ITIL provides the hospital with a structured approach to manage this dependence effectively, ensuring robust IT service management processes and reducing the risk of service disruption.
- * Why Other Options Are Incorrect
- * Option A (Increased dependence on human interaction):Hospitals aim to reduce manual processes with technology; ITIL supports this automation rather than increasing human dependency.
- * Option B (Increased access to global consumers):While ITIL improves service quality, its primary focus is not expanding global consumer access.
- * Option D (Increased access to global vendors):ITIL does not specifically address vendor relationships but focuses on internal IT service processes.

References:

- * ITIL Foundation Handbook (Axelos)
- * IT Service Management Best Practices, ITIL v4
- * "ITIL and Healthcare IT" - Whitepaper by Axelos

NEW QUESTION # 15

Which business layer determines which products or services are being sold and to whom?

- **A. Strategy**
- B. Systems
- C. Operating
- D. Corporate

Answer: A

NEW QUESTION # 16

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

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

Answer: B

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 # 17

What is the purpose of procurement management in a project?

- **A. To obtain goods and services from external providers**
- B. To evaluate internal team workloads and capacity
- C. To control project communications with stakeholders
- D. To manage internal teams and physical resources

Answer: A

Explanation:

Procurement management in project management involves acquiring goods, services, or results from external vendors or providers. This includes vendor selection, contract negotiation, procurement planning, and performance monitoring to ensure external resources support project goals.

Option A: Workload evaluation is part of resource management, not procurement.

Option C: Internal team and resource management is separate from procurement.

Option D: Communications management deals with stakeholder information, not procurement.

Thus, the purpose of procurement management is to obtain goods and services from external providers.

Reference:

WGU Information Technology Management - Project Procurement Management, section on Procurement Processes.

NEW QUESTION # 18

Which type of testing in the systems development life cycle (SDLC) focuses on how different components of the software work together?

- A. Acceptance testing
- **B. Integration testing**
- C. Unit testing
- D. Parallel testing

Answer: B

Explanation:

Integration testing focuses on ensuring that different modules or components of the system work together correctly. This validates that individual units, once combined, interact seamlessly and produce the expected results.

Option B (Parallel testing): Compares old and new systems running together.

Option C (Unit testing): Tests individual components in isolation.

Option D (Acceptance testing): Validates the entire system with user requirements.

Thus, the type of testing that ensures components work together is Integration testing.

Reference:

WGU Information Technology Management - Software Testing, section on Integration Testing.

NEW QUESTION # 19

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