

Exam WGU Information-Technology-Management Study Guide, Training Information-Technology-Management Materials

WGU - INFORMATION TECHNOLOGY MANAGEMENT EXAM REVIEW QUESTIONS WITH COMPLETE SOLUTIONS

Information types (4 types) - Answer-Internal, external, Objective, Subjective

Internal Information - Answer-information about the organization

External Information - Answer-information about the environment in which the organization operates

Objective Information - Answer-known, measurable information

Subjective Information - Answer-estimates, unknowns, educated guesses

Break Even Analysis (Definition and a tip) - Answer-When (Revenue - Variable Cost) times number of units sold is greater than or equal to Fixed Cost, you have broken even (Tip) Use Technology to reduce fixed or variable costs and increase revenue

Fixed Cost (Part of break-even analysis) - Answer-amount you spend no matter how much you sell (rent, design, advertising)

Variable Cost (part of break-even analysis) - Answer-unit price of labor and materials

Revenue (part of break-even analysis) - Answer-how much you sell each unit for

Delete this card - Answer-Delete this card

Competitive Advantage - Answer-Providing more value than the competition

Porter's Five Forces - Answer-Buyer Power, Supplier Power, Threat of Substitutes, Threat of New Entrants, Competitive Rivalry

Buyer Power - Answer-(One of Porter's Five Forces) customers have many choices and low switching costs, reduce their power by locking customers into your product or service

Supplier Power - Answer-(One of Porter's Five Forces) customers have few choices and high switching costs

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WGU Information Technology Management QGC1 Sample Questions (Q124-Q129):

NEW QUESTION # 124

Which IT approach to development and infrastructure focuses on automating and pushing quality code faster?

- A. Business architecture
- B. Bimodal IT
- **C. DevOps**
- D. theory of reciprocity

Answer: C

Explanation:

* Understanding DevOps:

* DevOps is an approach to software development and IT infrastructure that emphasizes collaboration between development and operations teams.

* The key goal is to automate processes, streamline workflows, and deploy high-quality code faster.

* Key Features of DevOps:

* Continuous integration and continuous delivery (CI/CD) to automate code testing and deployment.

* Emphasis on collaboration and automation to minimize manual interventions and reduce errors.

* Why Other Options Are Incorrect:

* Option A (Theory of reciprocity): Not relevant to IT development or infrastructure.

* Option C (Business architecture): Focuses on organizational structure and strategy, not code automation.

* Option D (Bimodal IT): Balances traditional IT with agile IT but does not focus explicitly on automation or quality code delivery.

References:

* "DevOps Principles and Practices" - DevOps Institute

* "Automating Development with DevOps" - AWS Documentation

NEW QUESTION # 125

Which enterprise resource planning (ERP) feature benefits small businesses?

- A. Offline processing only
- B. Minimal IT infrastructure
- **C. Simple setup and low cost**
- D. Customizable business modules

Answer: C

Explanation:

Small businesses often adopt ERP systems that are designed for simple setup, ease of use, and low cost. These ERP solutions typically provide scaled-down, cloud-based options that do not require heavy IT infrastructure, making them affordable and accessible for organizations with limited resources.

Option A: Incorrect-ERP requires infrastructure or cloud resources, not "minimal" infrastructure alone.

Option B: Incorrect-modern ERP systems are cloud-based and support online integration, not offline only.

Option C: While customizable modules are helpful, the primary small-business advantage is affordability and simplicity.

Thus, the ERP feature that benefits small businesses is simple setup and low cost.

Reference:

WGU Information Technology Management - Enterprise Systems, section on ERP for Small and Medium Businesses.

NEW QUESTION # 126

What is the role of executive sponsors in a project?

- A. Defining and developing the project plan
- B. Tracking to ensure all key project milestones are completed on time
- **C. Providing financial resources for a project**
- D. Collaborating with project staff to ensure their own interests are represented

Answer: C

Explanation:

* Role of Executive Sponsors in a Project:

* Executive sponsors are senior stakeholders responsible for providing financial resources and ensuring the project aligns with organizational strategy.

* They advocate for the project at the executive level and help remove obstacles that could hinder its success.

* Key Responsibilities:

* Securing funding and allocating resources.

* Ensuring alignment with business goals and priorities.

* Supporting the project team by addressing high-level challenges.

* Incorrect Options Analysis:

* A. Tracking milestones: This is typically the role of the project manager.

* B. Developing the project plan: Also the responsibility of the project manager.

* D. Representing staff interests: Sponsors focus on organizational priorities, not individual interests.

References and Documents of Information Technology Management:

* "Executive Sponsorship in Project Management" (PMI Whitepaper).

* ITIL Governance and Sponsorship Guidelines (Axelos).

NEW QUESTION # 127

Which three primary elements of information infrastructure support ongoing operations? Choose 3 answers.

- A. Authentication plans
- B. Augmentation plans
- **C. Business continuity plans**
- **D. Backup and recovery plans**
- **E. Disaster recovery plans**

Answer: C,D,E

NEW QUESTION # 128

A director of software development observes friction between various team members. How should the director alleviate team friction?

- A. Nurture competition among team members
- B. Ask each team member to provide weekly feedback via email
- **C. Create a culture of showing appreciation**
- D. Provide a public forum for anonymous feedback

Answer: C

NEW QUESTION # 129

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