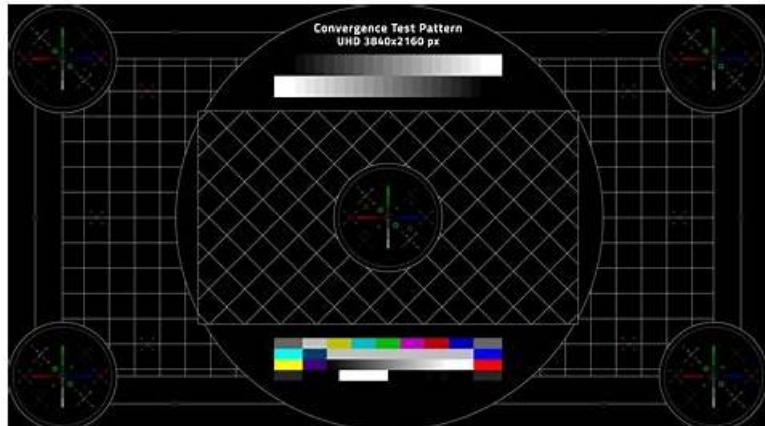


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## WGU Information Technology Management QGC1 Sample Questions (Q190-Q195):

### NEW QUESTION # 190

What is an advantage of virtualization?

- A. Increases reliance on manual operations
- B. Reduces the cost of ownership and makes IT simpler to manage
- C. Allows for greater workload stagnation
- D. Restricts the availability of resources

**Answer: B**

Explanation:

\* Understanding Virtualization:

\* Virtualization is the process of creating virtual versions of physical resources, such as servers, storage, or networks, to maximize their utilization.

\* Cost Reduction and Simplified Management:

\* Virtualization reduces hardware costs by allowing multiple virtual machines to run on a single physical server.

\* It simplifies IT management by enabling easier resource allocation, scaling, and disaster recovery.

\* Why Other Options Are Incorrect:

\* Option A: Virtualization increases resource availability, not restricts it.

\* Option C: Virtualization enhances workload distribution, reducing stagnation.

\* Option D: It reduces reliance on manual operations by enabling automation and centralized control.

References:

\* 'The Benefits of Virtualization in IT' - VMware

\* IT Infrastructure Virtualization Guidelines (NIST SP 800-125)

**NEW QUESTION # 191**

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

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

**Answer: B****NEW QUESTION # 192**

Which customer relationship management (CRM) feature includes digitized customer support processes, such as ticket routing and escalation?

- A. Channel preference management
- **B. Workflow automation**
- C. Response queue analytics
- D. Interaction history management

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In a customer relationship management (CRM) system, workflow automation is the feature that handles digitized customer support processes, including ticket creation, routing, escalation, and status updates. It automates repetitive service tasks based on predefined business rules.

Key points about workflow automation in CRM:

Automatically routes support tickets to the appropriate agent, team, or queue based on category, priority, or customer type.

Triggers escalation rules when tickets remain unresolved beyond a set time or when the issue severity is high.

Sends notifications and alerts to agents, supervisors, and sometimes customers.

Ensures that support processes are consistent, trackable, and efficient.

Why the other options are incorrect:

B . Response queue analytics - This focuses on measuring and analyzing queue performance (like response times and backlog), not actually routing or escalating tickets.

C . Channel preference management - This manages or records which communication channels (email, chat, phone, social media) a customer prefers. It does not handle ticket routing or escalation workflows.

D . Interaction history management - This stores and organizes past interactions (emails, calls, chats) but does not automate support processes.

Therefore, the CRM feature that includes digitized processes such as ticket routing and escalation is workflow automation.

### NEW QUESTION # 193

What is a wireframe in IT design?

- A. A diagram of system data flow without functionality
- B. A detailed coded interface for backend testing
- **C. A basic layout without visual design or interactivity**
- D. A polished design with visual design and interactivity

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In IT and UX design, a wireframe is a low-fidelity, structural blueprint of a screen, page, or interface. Its key characteristics are: It shows the basic layout: placement of menus, buttons, content areas, images, forms, and navigation elements.

It does not focus on visual styling: usually no colors, branding, fonts, or detailed graphics.

It generally has no interactivity: it represents what goes where, not how the system behaves in detail.

Wireframes are used to:

Clarify information hierarchy and navigation flow.

Align stakeholders on the structure of the solution before investing in visual design or development.

Serve as a bridge between requirements and higher-fidelity mockups or prototypes.

This is exactly described by "a basic layout without visual design or interactivity," which matches Option C .

Why the other options are incorrect:

A . A diagram of system data flow without functionalityThat describes a data flow diagram (DFD), not a wireframe. DFDs focus on data movement, not page layout.

B . A polished design with visual design and interactivityThat describes a high-fidelity mockup or interactive prototype, not a wireframe.

D . A detailed coded interface for backend testingThat refers to an implemented UI or test harness, which goes far beyond the purpose and fidelity of wireframes.

### NEW QUESTION # 194

Which storage device provides quick access to data and uses flash memory technology?

- A. Magnetic tape drive
- **B. Solid-state drive**
- C. Hard disk drive
- D. Optical disc drive

**Answer: B**

Explanation:

A Solid-State Drive (SSD) uses flash memory technology to store data electronically, allowing faster data access, lower latency, and improved reliability compared to mechanical storage devices. SSDs have no moving parts, making them more durable and efficient for high-speed computing tasks.

Option A (Hard disk drive): Uses spinning magnetic disks and is slower.

Option B (Optical disc drive): Reads/writes data using lasers on discs (CDs, DVDs).

Option D (Magnetic tape drive): Stores large volumes of data sequentially, primarily for backups.

Thus, the correct answer is Solid-state drive.

Reference:

WGU Information Technology Management - Data Storage Technologies, section on Primary and Secondary Storage Devices.

### NEW QUESTION # 195

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