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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 (Q21-Q26):

NEW QUESTION # 21

Which type of logical data structure uses graphics to illustrate relationships among data elements?

- A. Integration
- B. **Data model**
- C. Relational database model
- D. Structured query language

Answer: B

Explanation:

* Understanding Data Models:

* A data model is a logical data structure that uses visual representations (e.g., diagrams) to illustrate relationships among data elements.

* It helps in organizing data and defining how various entities interact within a database system.

* Application in the Scenario:

* The use of graphics to illustrate data relationships aligns with the concept of a data model.

* Examples include entity-relationship diagrams (ERDs) and conceptual models.

* Why Other Options Are Incorrect:

* Option A (Integration): Integration connects systems or data sources but does not represent data relationships graphically.

* Option B (Structured Query Language): SQL is used for querying and managing databases, not visualizing data structures.

* Option D (Relational database model): This defines a specific type of database architecture but does not inherently involve graphics.

References:

* Data Modeling Concepts - IBM Documentation

* Entity-Relationship Modeling Explained - Oracle Whitepaper

NEW QUESTION # 22

An organization struggles with slow, multi-step payroll operations across disconnected systems.

Which type of software could streamline this process?

- A. Talent development tracking platform
- B. Internal communication portal
- C. **Enterprise resource planning**
- D. Training compliance monitoring tool

Answer: C

Explanation:

An Enterprise Resource Planning (ERP) system integrates key business functions—including finance, payroll, HR, supply chain, and operations—into a unified platform. By consolidating payroll processes into the ERP, the organization eliminates disconnected systems, reduces manual steps, and enables faster, more accurate payroll processing.

Option A: Incorrect-talent development focuses on employee growth and training, not payroll.

Option B: Incorrect-training compliance tools track certifications, not payroll.

Option C: Incorrect-internal communication portals improve collaboration, not financial processes.

Thus, the correct solution is Enterprise Resource Planning (ERP) software.

Reference:

WGU Information Technology Management - Enterprise Systems, section on ERP for Business Integration.

NEW QUESTION # 23

Which information system facilitates the sharing of data between the human resources and purchasing department in the same corporation?

- A. Customer relationship management (CRM)
- B. Executive support (ES)
- **C. Enterprise resource planning (ERP)**
- D. Geographic information system (GIS)

Answer: C

NEW QUESTION # 24

What happens during the design phase of the systems development life cycle (SDLC)?

- A. A high-level strategy and goals for an intended project are established.
- B. End-user business requirements are identified, and project goals are refined into defined functions and operations.
- **C. Full descriptions of the desired features and operations of the system are established.**
- D. Requirements from business stakeholders and subject-matter experts are identified.

Answer: C

Explanation:

Design Phase in SDLC:

During the design phase, detailed descriptions of system features and operations are developed. This includes creating architectural diagrams, prototypes, and technical specifications.

Key Activities in the Design Phase:

Translating business requirements into technical blueprints.

Defining user interfaces, workflows, data structures, and system behavior.

Incorrect Options Analysis:

B . High-level strategy and goals: Refers to the planning phase.

C . Requirements identification: Part of the analysis phase.

D . Refining project goals: Occurs during analysis, not design.

and Documents of Information Technology Management:

"System Design Practices in SDLC" (TechRepublic).

ITIL Technical Design Framework (Axelos).

NEW QUESTION # 25

Which system serves as an organization's backbone in providing fundamental decision-making support?

- A. Customer relationship management (CRM)
- B. Supply chain management (SCM)
- C. Unified communications (UC)
- **D. Enterprise resource planning (ERP)**

Answer: D

NEW QUESTION # 26

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