

# Test Introduction-to-IT Lab Questions, Test Introduction-to-IT Practice

## Introduction to IT - Practice Exam A

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Points: 89/100

✓ Correct 2/2 Points

1. Select the statement that best describes the difference between software and hardware. \*

- Computer software consists of drivers and their associated devices whereas computer hardware includes only internal system devices.
- Computer software is developed by writing a program using programming language whereas computer hardware is the physical components such as memory modules and disk drives.
- Computer software consists of applications such as word processing and spreadsheet programs whereas computer hardware includes the operating system.
- Computer programming language instructions can be very broad and general whereas computer hardware specifications must be very specific.

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## WGU Introduction-to-IT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Structure, function, and security associated with networks: This section of the exam measures skills of IT Support Specialists and outlines the basic components of networks, how they operate, and the security needed to protect them. It provides a simple view of how network structures support communication and how security measures protect information.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>Data management functions in databases: This section of the exam measures the skills of Systems Administrators and summarizes the basic functions involved in managing data within databases. It introduces how data is stored, organized, and accessed, giving learners a simple understanding of how essential database tasks support business information needs.</li> </ul>

Topic 3	<ul style="list-style-type: none"> <li>• Role of the IT department in IT infrastructure management, disaster recovery, and business continuity processes: This section of the exam measures skills of Systems Administrators and explains how the IT department manages infrastructure and supports recovery processes to keep operations running during disruptions. It introduces how IT teams protect systems, restore services, and maintain continuity for the business.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• Introduction to IT: This section of the exam measures the skills of IT Support Specialists and explains information technology as a discipline, along with how the IT department supports business activities. It provides a simple overview of different IT areas such as systems and services, networks and security, scripting and programming, data management, and the business side of IT. Learners see how these areas connect with each other and how they contribute to organizational operations.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• Basics of Programming Languages in Software Development: This section of the exam assesses the skills of IT Support Specialists and covers the fundamental purpose of programming languages in software development. It provides a simple description of how programming works and how developers use languages to build tools and applications.</li> </ul>

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### WGU Introduction to IT Sample Questions (Q133-Q138):

#### NEW QUESTION # 133

What is the type of software with the purpose of creating business reports and newsletters?

- A. Database
- B. Presentation
- C. Word processing
- D. Spreadsheet

**Answer: C**

Explanation:

Word processing software is used to create text-based documents such as business reports, letters, memos, and newsletters. In Information Technology and productivity software classifications, word processors provide tools for writing, formatting, editing, and printing documents. Common features include font and paragraph formatting, page layout, headers and footers, tables, spelling and grammar checking, templates, and support for inserting images and charts. These features are essential for producing professional reports and newsletters that require structured text and consistent formatting. Presentation software is designed for slide shows, typically for speaking or visual displays, not for multi-page documents. Spreadsheet software focuses on calculations, formulas, and data analysis in rows and columns, which is ideal for budgets and numeric modeling rather than document publishing. Database software is used to store, manage, and query structured data, supporting records and relationships rather than document creation. Since the goal described is writing and formatting business reports and newsletters, the correct type of software is word processing.

#### NEW QUESTION # 134

A programmer needs to create a variable that holds the plus sign + for the addition operation. What is the name of the data type that should be used?

- A. Integer
- B. Character string

- C. Floating point
- **D. Character**

**Answer: D**

Explanation:

A plus sign is a single symbol, so the correct data type is character. In Information Technology and programming fundamentals, a character data type is used to store exactly one character, such as a letter, digit, punctuation mark, or operator symbol. Examples include A, 7, #, and +. This differs from a character string, which stores multiple characters together, such as words, phrases, or product names. Integer and floating-point types are numeric and intended for arithmetic values, not symbolic operators. In many programming languages and database systems, characters are stored using an encoding standard such as ASCII or Unicode, allowing symbols like + to be represented consistently. Selecting the correct data type is important for validation and storage: a character field can be constrained to length 1, ensuring the variable cannot accidentally store multiple symbols or text. Because the requirement is to store a single plus sign symbol, the appropriate data type is character.

### NEW QUESTION # 135

What is one of the factors that determines the choice of an operating system?

- A. Driver compatibility
- B. Number of devices
- C. Coding language
- **D. Device type**

**Answer: D**

Explanation:

One major factor that determines the choice of an operating system is the device type. Operating systems are designed for specific categories of hardware and usage environments, such as desktop computers, servers, mobile phones, tablets, embedded devices, and network appliances. In Information Technology fundamentals, selecting an operating system begins with identifying the platform requirements, including processor architecture, memory limits, battery needs, and how the device will be used. For example, iOS and Android are designed for mobile devices, Windows and macOS are designed for desktops and laptops, and server operating systems are tuned for reliability, remote administration, and multi-user workloads. While driver compatibility is also an important consideration, many curricula treat it as a sub-factor related to hardware support within a chosen device category. Number of devices relates more to licensing and deployment planning, and coding language is not a direct determinant of which operating system must be used. Therefore, device type is a correct factor in choosing an operating system.

### NEW QUESTION # 136

Based on an analysis of a company's needs, a database should be installed so that data resides on different machines, often in entirely different locations. What is the name of the database that satisfies this need?

- **A. Distributed**
- B. NoSQL
- C. Relational
- D. Cloud

**Answer: A**

Explanation:

A distributed database is a database in which data is stored across multiple computers or servers rather than in a single central location. These machines may be in the same building, across a campus, or in different geographic regions. In Information Technology and database design, distributed databases are used to improve availability, fault tolerance, scalability, and performance by placing data closer to users and by reducing reliance on one server. The distributed database management system coordinates storage, replication, and query processing so that users can access data as if it were a single database, even though it is physically spread out. This model supports business continuity because if one site fails, another site can continue serving requests depending on the replication strategy. Relational and NoSQL describe data models and query approaches, while cloud describes a deployment environment that can host many types of databases, including distributed ones. Because the defining requirement here is data stored on different machines and locations, the correct answer is a distributed database.

### NEW QUESTION # 137

Which criterion is used to assess off-site storage solutions?

- A. Capacity
- **B. Security**
- C. Redundancy
- D. Device media

**Answer: B**

Explanation:

Security is a primary criterion used to assess off-site storage solutions because stored backups must be protected against unauthorized access, theft, tampering, and data leakage. In Information Technology disaster recovery and business continuity planning, off-site backups often contain sensitive business records, customer information, and proprietary data. Therefore, evaluation typically includes physical security controls such as guarded facilities, access logs, surveillance, and secure transport, as well as logical security controls such as encryption, key management, and strong authentication. While redundancy and capacity can matter, security is often treated as a non-negotiable requirement because a backup that is exposed or altered can create major legal, financial, and operational risks. Device media refers to the type of storage, such as tape or disk, but it is usually considered a design choice rather than the main assessment criterion. Security also supports compliance requirements and helps ensure data integrity, so restored systems can be trusted. Therefore, the correct criterion for assessing off-site storage solutions is security.

### NEW QUESTION # 138

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