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WGU Information Technology Management QGC1 Sample Questions (Q39-Q44):

NEW QUESTION # 39

What is a primary purpose of using prototypes in the business analysis process?

- A. To develop the back-end code of the final product
- B. To finalize the visual design and branding of the product
- **C. To model requirements and gather early feedback from stakeholders**
- D. To replace user manuals with interactive simulations

Answer: C

Explanation:

Prototypes are used in business analysis to model system requirements and gather early feedback from stakeholders. They provide a tangible representation of requirements, allowing users to visualize and test functionality before full-scale development begins.

Option A: Coding the back end is not the purpose of a prototype.

Option B: User manuals and simulations come later in training or documentation.

Option D: Branding and visual design are separate from business analysis.

Thus, the purpose of prototypes is to model requirements and gather early feedback from stakeholders.

Reference:

WGU Information Technology Management - Requirements Analysis, section on Prototyping in Business Analysis.

NEW QUESTION # 40

An inventory manager is using a company's customer relationship management (CRM) system to determine how much inventory to pre-order for an upcoming sales promotion.

Which phase of CRM does this describe?

- A. Defining
- B. Analyzing
- **C. Predicting**
- D. Reporting

Answer: C

Explanation:

* Understanding CRM Phases:

* CRM systems encompass phases such as reporting, analyzing, and predicting to support business operations and decision-making.

* The predicting phase uses historical data to forecast future trends, behaviors, or requirements.

* Application in the Scenario:

* The inventory manager is using CRM data to forecast how much inventory to pre-order for a sales promotion, aligning with the predicting phase.

* This involves evaluating past sales trends and customer behaviors to anticipate demand.

* Why Other Options Are Incorrect:

* Option B (Defining): This phase does not exist in CRM processes.

* Option C (Reporting): Reporting provides data summaries but does not forecast future needs.

* Option D (Analyzing): Analyzing focuses on identifying patterns but stops short of prediction.

References:

* CRM Process Phases - Gartner

* "Predictive Analytics in CRM" - Salesforce

NEW QUESTION # 41

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

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

Answer: A

Explanation:

Understanding Team Friction:

Team friction often arises due to a lack of communication, recognition, or conflicting goals.

Building a positive work culture where team members feel valued can reduce friction and improve collaboration.

Creating a Culture of Appreciation:

Regularly acknowledging contributions fosters trust and teamwork.

It encourages positive behavior and strengthens team bonds.

Why Other Options Are Incorrect:

Option A: Weekly feedback is useful but does not address the root causes of friction.

Option C: Nurturing competition can exacerbate conflicts and harm collaboration.

Option D: Anonymous feedback might provide insights but does not directly alleviate friction.

:

"Building Effective Teams" - Harvard Business Review

Employee Engagement and Team Culture Strategies - Gallup

NEW QUESTION # 42

What is an advantage of virtualization?

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

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 # 43

Which term describes a type of computer built using environment-friendly materials and designed to save energy?

- A. Green
- B. Server
- C. Workstation

- D. Personal

Answer: A

NEW QUESTION # 44

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