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## WGU C208 Change Management and Innovation Guide Review 2026-2027

1. Subculture: A group of people with a culture which is different from the larger culture to which they belong.
2. Change Curve Model: A change process model that explores how individuals manage personal change.
3. Leadership: The process by which one person influences the thoughts, attitudes, and behaviors of others.
4. Organizational change: The act or fact of making an organization something different from what it is or from what it would be if left alone.
5. Paradigm: A theory or model about how something should be done, made, or conceived.
6. Bridges' Transitional Model: A change process model with three stages: Ending, Losing, and Letting Go; The Neutral Zone; and New Beginning.
7. First, Second, and Third Order Change Model: A change process model that explores different orders of change: First - conformative, Second - reformative, and Third - transformative.
8. Creativity: The generation of new ideas by individuals and teams.
9. Innovation: The process by which an organization generates new ideas and converts them into new products, business practices, and strategies that create value.
10. Cultural norms: A culture's expectation of its members' behavior in any given situation.
11. Cultural Web Model: An organizational culture model that reviews six cultural elements: stories, rituals and routines, symbols, organizational structure, control systems, and power structure.
12. Organizational behavior: The study of how people, individuals, and groups act in organizations and how organizations can be made more effective.

17

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## WGU Information Technology Management QGC1 Sample Questions (Q28-Q33):

### NEW QUESTION # 28

What is the primary purpose of regular communication between Agile teams and stakeholders?

- A. To distribute tasks evenly and ensure team workloads are balanced
- B. To finalize documentation and lock project details early in development
- C. To define and enforce a fixed set of project requirements from the start
- D. To confirm the solution aligns with evolving requirements throughout the project

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A core principle of Agile is frequent collaboration with stakeholders to ensure that the evolving solution continues to meet current and changing needs. Regular communication between Agile teams and stakeholders allows feedback to be incorporated frequently, so the product can be adjusted based on new information, shifting priorities, or clarified requirements.

This ongoing interaction ensures that:

The solution remains aligned with business value and user needs.

Requirements can evolve and be refined as the project progresses.

Misunderstandings are caught early, reducing rework and waste.

Therefore, the primary purpose is to confirm that the solution aligns with evolving requirements throughout the project.

Why the other options are incorrect:

A. To define and enforce a fixed set of project requirements from the start - This reflects a traditional, plan-driven (waterfall) mindset; Agile specifically embraces changing requirements.

B. To distribute tasks evenly and ensure team workloads are balanced - Task distribution is an internal team concern and is not the main reason for stakeholder communication.

D. To finalize documentation and lock project details early in development - Agile prioritizes working software and flexibility, not early lock-in of documentation and details.

### NEW QUESTION # 29

Which phase of the waterfall methodology is executed immediately prior to the implementation phase?

- A. Maintenance
- B. Testing
- C. Analysis
- D. Development

**Answer: B**

Explanation:

In the Waterfall methodology, the phases flow sequentially:

Requirements → 2. Analysis → 3. Design → 4. Development → 5. Testing → 6. Implementation → 7. Maintenance.

The Testing phase comes immediately before Implementation, where the system is validated, bugs are fixed, and readiness is confirmed before deployment.

Option A: Analysis occurs much earlier in the process.

Option C: Development precedes testing, not implementation.

Option D: Maintenance comes after implementation.

Thus, the correct phase immediately before implementation is Testing.

Reference:

### NEW QUESTION # 30

What is the function of the Internet Protocol (IP) in the Transmission Control Protocol (TCP)/Internet Protocol (IP) stack?

- **A. To direct data packets between devices**
- B. To ensure data packets are delivered in order
- C. To encrypt data for secure transmission
- D. To provide a user interface for network applications

**Answer: A**

Explanation:

The Internet Protocol (IP) is responsible for addressing and routing data packets across networks. Its primary function is to direct packets from the source device to the destination device, ensuring that each packet contains the correct source and destination IP addresses. IP determines the path through interconnected networks, but it does not guarantee reliable delivery or order-that responsibility lies with TCP.

Option A (Encrypt data): Incorrect, encryption is handled by protocols such as TLS/SSL, not IP.

Option B (User interface): Incorrect, the user interface is provided by application-level protocols, not IP.

Option D (Ensure order): Incorrect, ensuring correct order and reliability is the role of TCP, not IP.

Thus, IP is the protocol that directs data packets between devices.

Reference:

WGU Information Technology Management - Networking Fundamentals, section on TCP/IP Protocol Suite.

### NEW QUESTION # 31

Which process involves the use of monitoring tools to detect and respond to unauthorized access attempts in real time?

- **A. Intrusion detection**
- B. Log review
- C. Access control
- D. Penetration testing

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Intrusion detection is the process of using monitoring tools and systems to identify and alert on unauthorized or suspicious activities on networks or hosts, often in real time. Intrusion Detection Systems (IDS) analyze traffic or system events to detect:

Unauthorized access attempts

Malicious or abnormal behavior

Known attack signatures or anomalies

When potential intrusions are detected, these systems can generate alerts, and in some configurations (IDS/IPS), they may also help automate responses or integrate with other security tools.

Why the other options are incorrect:

A . Penetration testing - Simulates attacks to find vulnerabilities but is periodic and manual, not continuous real-time monitoring.

B . Access control - Governs who is allowed to access what (through authentication and authorization). It is preventive, not primarily focused on real-time detection of unauthorized attempts once they occur.

C . Log review - Involves analyzing stored logs, often after the fact, for auditing or investigation. It is not necessarily real-time detection.

Therefore, the correct answer is D. Intrusion detection, because it is the process that specifically uses monitoring tools to detect and respond to unauthorized access attempts in real time.

### NEW QUESTION # 32

How can chief information officers use digital tools to actively engage stakeholders?

- **A. By automating communication based on static reports and timely updates**
- B. By using static reports updated weekly

- C. By focusing on documents that encourage stakeholder participation and input
- D. By using platforms that support real-time collaboration

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

To actively engage stakeholders, a CIO must create two-way, dynamic, and continuous interaction using digital tools. Platforms that support real-time collaboration enable:

Live discussion, feedback, and decision-making (e.g., chat, video meetings, shared workspaces).

Co-editing of documents, boards, or plans in real time, keeping everyone aligned.

Immediate clarification of questions and issues, which supports faster, more engaged participation.

Stronger stakeholder involvement in IT projects, strategy, and change initiatives.

These platforms might include digital collaboration suites, team workspaces, project collaboration tools, and integrated communication platforms.

Why the other options are less effective:

B . Focusing on documents that encourage stakeholder participation and input - Documents can support engagement, but they are typically asynchronous and static. Without real-time collaboration, engagement is limited.

C . Using static reports updated weekly - Static, periodic reports are one-way communication and do not promote active stakeholder engagement.

D . Automating communication based on static reports and timely updates - Automation may improve efficiency, but it still emphasizes broadcasting information, not interactive engagement.

Therefore, CIOs can most effectively actively engage stakeholders by using platforms that support real-time collaboration, making Option A correct.

### NEW QUESTION # 33

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