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WGU Information Technology Management QGC1 Sample Questions (Q25-Q30):

NEW QUESTION # 25

What is the purpose of the continual service improvement (CSI) stage in the Information Technology Infrastructure Library (ITIL)?

- A. It ensures IT services are aligned with changing needs, enabling ongoing changes to maintain relevance and effectiveness.
- B. It focuses on reducing IT costs by implementing saving measures and optimizing resource allocation.
- C. It serves as a foundational step before moving on to other stages during the initial implementation of ITIL.
- D. It mandates an overhaul of IT systems every year to keep up with technological advancements and industry standards.

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In the ITIL service lifecycle, the purpose of Continual Service Improvement (CSI) is to align and realign IT services with the changing needs of the business by identifying and implementing ongoing improvements. CSI is not a one-time step; it is a continuous, cyclical activity that works across all ITIL stages.

Core goals of CSI include:

Reviewing services, processes, and performance against business goals and service level targets
Identifying improvement opportunities in service quality, efficiency, and effectiveness
Implementing changes that enhance value to the business and customers
Measuring and reporting improvements over time
CSI ensures that IT services remain relevant, effective, and aligned with current and future business requirements, rather than becoming outdated or misaligned as the organization evolves.

Why the other options are incorrect:

A . Foundational step before other stages - CSI is not just an initial step; it operates continuously alongside all other lifecycle stages.

C . Mandates an overhaul every year - ITIL does not prescribe fixed annual overhauls; CSI is about ongoing, incremental improvement, not mandatory full system replacements.

D . Focuses on reducing IT costs - While cost optimization can be an outcome, CSI's primary purpose is overall service improvement and business alignment, not just cost-cutting.

Therefore, the correct purpose of CSI is to ensure IT services are aligned with changing needs, enabling continual changes to maintain relevance and effectiveness.

NEW QUESTION # 26

What is the importance of the partners and suppliers dimension of the ITIL model?

- A. Supplying data allows companies to make wise investments and assemble technology solutions.
- B. Staffing an organization fosters the creation of value.
- C. The creation of value is solely beneficial to the customer.
- **D. The relationship with both suppliers and consumers must create value.**

Answer: D

NEW QUESTION # 27

Which enterprise resource planning (ERP) feature benefits small businesses?

- **A. Simple setup and low cost**
- B. Minimal IT infrastructure
- C. Offline processing only
- D. Customizable business modules

Answer: A

Explanation:

Small businesses often adopt ERP systems that are designed for simple setup, ease of use, and low cost. These ERP solutions typically provide scaled-down, cloud-based options that do not require heavy IT infrastructure, making them affordable and accessible for organizations with limited resources.

Option A: Incorrect-ERP requires infrastructure or cloud resources, not "minimal" infrastructure alone.

Option B: Incorrect-modern ERP systems are cloud-based and support online integration, not offline only.

Option C: While customizable modules are helpful, the primary small-business advantage is affordability and simplicity.

Thus, the ERP feature that benefits small businesses is simple setup and low cost.

Reference:

WGU Information Technology Management - Enterprise Systems, section on ERP for Small and Medium Businesses.

NEW QUESTION # 28

A company wants to streamline operations and ensure that different departments can share information and coordinate decisions using a unified digital platform.

Which type of software supports this goal?

- A. Project management
- **B. Enterprise system**
- C. Transaction processing system
- D. Data analysis platform

Answer: B

Explanation:

An Enterprise System is designed to integrate and manage the core business processes of an organization across different departments within a single unified digital platform. It enables seamless information sharing, coordination, and communication across functions such as finance, human resources, supply chain, sales, and customer service. By centralizing data and processes, enterprise systems help eliminate silos, reduce duplication of effort, and ensure that decision-making is based on accurate, real-time information.

Option A (Project management) is incorrect because project management software is intended for scheduling, task tracking, and collaboration on specific projects, not for cross-departmental integration of business processes.

Option C (Transaction processing system) is incorrect because a TPS is designed to handle day-to-day business transactions efficiently, such as order entry or payroll, but does not integrate operations across departments.

Option D (Data analysis platform) is incorrect because while data analysis platforms provide insights and support decision-making, they do not unify business processes or coordinate operations across multiple departments.

The Enterprise System, often in the form of Enterprise Resource Planning (ERP), is the correct solution because it streamlines operations, promotes cross-departmental collaboration, and supports integrated decision-making in line with organizational strategy.

NEW QUESTION # 29

A hospital has implemented several new software systems and has chosen to implement ITIL to maintain and continually improve services. Which need influenced the hospital's decision to implement ITIL?

- **A. Increased dependence on technology**
- B. Increased access to global vendors
- C. Increased access to global consumer
- D. Increased dependence on human interaction

Answer: A

Explanation:

* Understanding ITILITIL (Information Technology Infrastructure Library) is a framework designed to standardize IT service management (ITSM) and ensure efficient and quality delivery of IT services. It helps organizations align IT services with the needs of the business and supports continuous improvement.

* Scenario Analysis: Hospital's New Software Systems

* The hospital has implemented several new software systems, indicating a shift towards a more technology-driven approach.

* Hospitals rely heavily on technology for patient care, administrative management, and operational efficiency. Examples include electronic health records (EHRs), patient monitoring systems, and diagnostic tools, which are technology-intensive.

* ITIL's Relevance in Hospitals

* ITIL enables systematic management of IT services, ensuring reliability, efficiency, and continuous improvement.

* ITIL addresses the challenges of technology dependence by offering best practices for managing service delivery, minimizing downtime, and ensuring compliance with regulatory standards (e.g., HIPAA).

* Why Option C is Correct (Increased Dependence on Technology)

* As the hospital integrates more software systems, it becomes increasingly reliant on technology to support critical operations.

* ITIL provides the hospital with a structured approach to manage this dependence effectively, ensuring robust IT service management processes and reducing the risk of service disruption.

* Why Other Options Are Incorrect

* Option A (Increased dependence on human interaction):Hospitals aim to reduce manual processes with technology; ITIL supports this automation rather than increasing human dependency.

* Option B (Increased access to global consumers):While ITIL improves service quality, its primary focus is not expanding global consumer access.

* Option D (Increased access to global vendors):ITIL does not specifically address vendor relationships but focuses on internal IT service processes.

References:

* ITIL Foundation Handbook (Axelos)

* IT Service Management Best Practices, ITIL v4

* "ITIL and Healthcare IT" - Whitepaper by Axelos

NEW QUESTION # 30

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