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WGU Information Technology Management QGC1 Sample Questions (Q23-Q28):

NEW QUESTION # 23

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

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

Answer: C

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.

References:

* "Building Effective Teams" - Harvard Business Review

* Employee Engagement and Team Culture Strategies - Gallup

NEW QUESTION # 24

Which type of memory describes a special type of rewritable memory that is compact and portable?

- A. Read-only
- B. Cache
- C. Flash
- D. Random access

Answer: C

Explanation:

Flash memory is a type of non-volatile rewritable memory that is compact and portable. It is commonly used in USB drives, SSDs, and memory cards. Unlike RAM, which loses data when power is off, flash memory retains stored information even without power.

References:

* Stallings, W. (2015). Computer Organization and Architecture: Designing for Performance. Pearson Education.

* Tanenbaum, A. S. (2016). Structured Computer Organization. Pearson.

NEW QUESTION # 25

What is the function of a primary key in a database table?

- A. To connect tables to external systems
- B. To identify each record in a table
- C. To improve storage efficiency for large tables
- D. To manage user access for each table row

Answer: B

Explanation:

A primary key in a relational database table is used to uniquely identify each record in that table. It enforces entity integrity by ensuring that each row can be distinguished from every other row. A primary key must contain unique values and it cannot contain

NULL values. This guarantees that every record is distinct and can be retrieved, updated, or related to other records efficiently. The primary key serves as the central reference point when creating relationships between tables through the use of foreign keys, thus enabling referential integrity within the database. Without a primary key, it would not be possible to maintain consistent and reliable relationships across different tables.

* Option A is incorrect because connecting tables to external systems is not the role of a primary key; this function is handled through integration tools or middleware.

* Option B is incorrect because managing user access is controlled by database access control mechanisms, not primary keys.

* Option D is incorrect because improving storage efficiency is related to data normalization, indexing, and storage optimization, not primary key assignment.

Therefore, the correct function of a primary key is to identify each record in a table uniquely, ensuring data integrity and reliable referencing across the database.

Reference: Information Technology Management Study Guide - Database Systems, Relational Models, and Data Integrity Principles (WGU ITM Core Curriculum).

NEW QUESTION # 26

Which operational customer relationship management (CRM) technology maintains customer data and identifies prospective customers for future sales?

- A. Cross-selling
- B. Campaign management
- C. Contact management
- D. Call scripting

Answer: C

Explanation:

* Operational CRM Overview:

* Operational CRM technologies support day-to-day customer interactions and data management.

* Contact management is the specific technology used to store customer information, track interactions, and manage future sales opportunities.

* Application in the Scenario:

* Maintaining customer data and identifying prospective customers for future sales are core functions of contact management systems in CRM.

* Why Other Options Are Incorrect:

* Option A (Cross-selling): Cross-selling is a sales strategy, not a CRM technology.

* Option B (Campaign management): Campaign management focuses on organizing marketing campaigns.

* Option C (Call scripting): Call scripting aids in customer interactions but does not manage customer data.

References:

* Operational CRM Tools Overview - Zoho CRM

* Contact Management Best Practices - Salesforce

NEW QUESTION # 27

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

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

Answer: C

NEW QUESTION # 28

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