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## WGU Information Technology Management QGC1 Sample Questions (Q88-

## Q93):

### NEW QUESTION # 88

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. Provide a public forum for anonymous feedback
- C. Nurture competition among team members
- D. Ask each team member to provide weekly feedback via email

**Answer: A**

### NEW QUESTION # 89

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

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

**Answer: A**

Explanation:

The Partners and Suppliers dimension of the ITIL (Information Technology Infrastructure Library) model is critical to ensuring that organizations deliver optimal value to their customers and stakeholders. Here's a breakdown of its importance:

- \* ITIL emphasizes that an organization does not operate in isolation. It relies on external and internal partnerships and suppliers to deliver its products and services.
  - \* This dimension focuses on understanding the relationships between the organization and its partners, as well as optimizing the way value is co-created.
  - \* The correct answer highlights the ITIL principle of co-creating value. Both suppliers and consumers must collaborate to achieve outcomes that benefit all parties.
  - \* The success of services depends on how well the organization manages these relationships to ensure that services meet customer needs and align with organizational goals.
  - \* ITIL views service management as a way to create value through the combined efforts of the service provider, suppliers, and consumers.
  - \* Partnerships often involve shared resources, responsibilities, and risks, which require a cooperative mindset to achieve desired outcomes.
  - \* Option A: Staffing refers to human resources management and is unrelated to the Partners and Suppliers dimension's primary focus.
  - \* Option C: Supplying data and technology is part of supplier management, but it does not encompass the full value-oriented relationship emphasized in ITIL.
  - \* Option D: Value creation benefits both the customer and the organization, making this statement too narrow to capture the essence of the dimension.
  - \* Effective supplier management ensures reliable delivery, risk management, and adherence to organizational standards.
  - \* Examples of partnerships in IT include cloud providers, outsourced IT services, hardware vendors, and consulting firms.
  - \* ITIL 4 Foundation: Axelos, "ITIL Foundation" (2019).
  - \* Official ITIL 4 Practice Guides: Supplier Management (Axelos Publications).
  - \* ISO/IEC 20000 Standard: "Service Management System Requirements" (ISO Standard, latest edition).
1. Purpose of the Partners and Suppliers Dimension: 2. Importance of Creating Value Together: 3. ITIL's Emphasis on Value Co-Creation: 4. Incorrect Options Analysis: 5. Practical Application of Partners and Suppliers Dimension: References and Documents of Information Technology Management:

### NEW QUESTION # 90

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

- A. Cross-selling
- B. Contact management

- C. Call scripting
- D. Campaign management

**Answer: B**

#### NEW QUESTION # 91

Which staffing issue can occur with offshore outsourcing?

- **A. High turnover with less consistency**
- B. Longer onboarding timelines
- C. Increased time spent on coordination
- D. Limited visibility into daily work

**Answer: A**

Explanation:

A significant staffing issue in offshore outsourcing is high employee turnover, which leads to inconsistent performance, knowledge loss, and increased training costs. Retention challenges in offshore teams can disrupt long-term projects and service consistency.

Option B: Coordination time is a project management challenge, not specifically staffing.

Option C: Limited visibility is a management oversight issue, not staffing.

Option D: Onboarding timelines may vary but are not a primary staffing concern.

Thus, the staffing issue is high turnover with less consistency.

Reference:

WGU Information Technology Management - IT Outsourcing, section on Staffing and Retention Challenges.

#### NEW QUESTION # 92

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

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

**Answer: B**

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 # 93

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