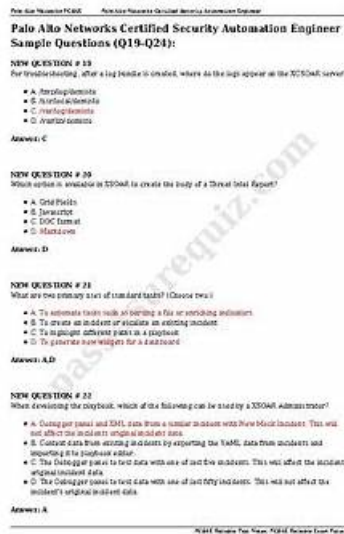


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WGU Information Technology Management QGC1 Sample Questions (Q18-Q23):

NEW QUESTION # 18

What does the Information Technology Infrastructure Library (ITIL) provide to organizations in managing IT services?

- A. Alignment of processes with external compliance standards
- B. Promotion of transparency through ethical oversight of services
- C. Enforcement of detailed operational controls across departments
- **D. Provision of structured guidance for operational considerations**

Answer: D

Explanation:

ITIL provides a structured framework and guidance for organizations to manage IT services effectively. It outlines best practices, processes, and operational considerations for delivering IT services in alignment with business needs. ITIL is not about enforcing control, compliance, or ethics oversight—it focuses on service management practices that ensure consistent quality and continual improvement.

Option A: Incorrect, ITIL does not enforce controls but provides guidance.

Option C: Incorrect, ITIL focuses on internal IT service alignment with business goals, not primarily compliance.

Option D: Incorrect, ITIL is not centered on ethical oversight but on operational best practices.

Thus, the correct answer is provision of structured guidance for operational considerations.

Reference:

WGU Information Technology Management - IT Service Management, section on ITIL Framework for Service Management.

NEW QUESTION # 19

What is a preliminary concern when moving disaster operations to the cloud?

- A. Backup processes are interrupted
- B. Limited visibility into system performance
- C. Multiple delays in data access during outages
- **D. Regulatory challenges in some regions**

Answer: D

Explanation:

When shifting disaster recovery operations to the cloud, one of the primary concerns is regulatory compliance challenges, especially in industries or regions with strict data sovereignty and privacy laws. Cloud providers may store data across borders, raising compliance issues with regulations such as GDPR or HIPAA.

Option A: Backups are often improved, not interrupted, in the cloud.

Option B: While visibility is important, compliance issues are typically a greater preliminary concern.

Option D: Cloud disaster recovery solutions are designed to minimize data delays, not create them.

Thus, the correct answer is Regulatory challenges in some regions.

Reference:

WGU Information Technology Management - Cloud Computing and Disaster Recovery, section on Cloud DR Concerns.

NEW QUESTION # 20

An organization wants to simulate how a product will perform under various conditions before it is built.

Which type of software supports this need?

- A. Supply chain management
- **B. Computer-aided engineering**
- C. Predictive analytics
- D. Asset management

Answer: B

Explanation:

Computer-aided engineering (CAE) software provides the ability to design, simulate, and test how a product will perform under a variety of physical conditions (such as stress, heat, vibration, or fluid flow) before the product is manufactured. CAE tools reduce development costs, minimize risks, and allow engineers to optimize product performance digitally.

Option B (Predictive analytics): Focuses on forecasting future events using statistical models, not physical product simulation.

Option C (Supply chain management): Manages product flow, suppliers, and logistics, not engineering simulations.

Option D (Asset management): Tracks and manages physical assets throughout their lifecycle, not pre- construction product testing.

Thus, the correct answer is Computer-aided engineering.

Reference:

WGU Information Technology Management - Technology Applications in Business and Engineering Systems, section on Computer-Aided Engineering Tools.

NEW QUESTION # 21

What is the purpose of the Internet Use portion of the IT ethics policy?

- A. To specify which email messages may be read by others
- B. To specify what a user can and cannot do with company printers
- C. To identify company branding for use in communications
- **D. To improve worker productivity**

Answer: D

Explanation:

* Purpose of Internet Use Policy in IT Ethics:

* An Internet Use Policy is a subset of an organization's IT ethics policy. It outlines acceptable use of the organization's internet resources by employees.

* By defining clear guidelines, the policy aims to minimize time wasted on personal browsing and ensure internet use aligns with business goals.

* Relation to Worker Productivity:

* The policy is designed to prevent misuse of the internet (e.g., excessive social media use or visiting non-work-related websites), which can negatively impact productivity.

* Encouraging responsible use fosters a professional environment and helps employees focus on work-related tasks.

* Why Other Options Are Incorrect:

* Option B: Email monitoring may be part of broader IT security policies but is not the focus of Internet Use policies.

* Option C: Branding guidelines apply to communication policies, not internet usage policies.

* Option D: Printer usage is covered under equipment policies, not internet use policies.

References:

* "Employee Internet Use Policy Guidelines" - SHRM

* IT Ethics and Acceptable Use Policies, ISO 27002

NEW QUESTION # 22

A company no longer wants to sell one product to as many customers as possible. Now they want to sell one customer as many products as possible. Which type of software gathers and analyzes customer information to tailor this marketing campaign?

- A. Distribution management (DM)
- B. Operations management (OM)
- C. Supply chain management (SCM)
- **D. Customer relationship management (CRM)**

Answer: D

Explanation:

- * Understanding the Scenario:
 - * The company is shifting focus from mass marketing to personalized marketing, targeting individual customers with tailored offerings.
 - * Role of CRM:
 - * CRM systems gather and analyze customer data, including purchase history, preferences, and interactions, to personalize marketing strategies.
 - * CRM tools help businesses cross-sell and upsell products effectively by understanding customer needs.
 - * Why Other Options Are Incorrect:
 - * Option A (DM): Distribution management focuses on the logistics of product delivery.
 - * Option C (SCM): Supply chain management optimizes production and delivery, not marketing.
 - * Option D (OM): Operations management focuses on internal processes rather than customer interactions.
- References:
- * "The Role of CRM in Modern Marketing" - Forrester
 - * CRM Best Practices Guide - Salesforce

NEW QUESTION # 23

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