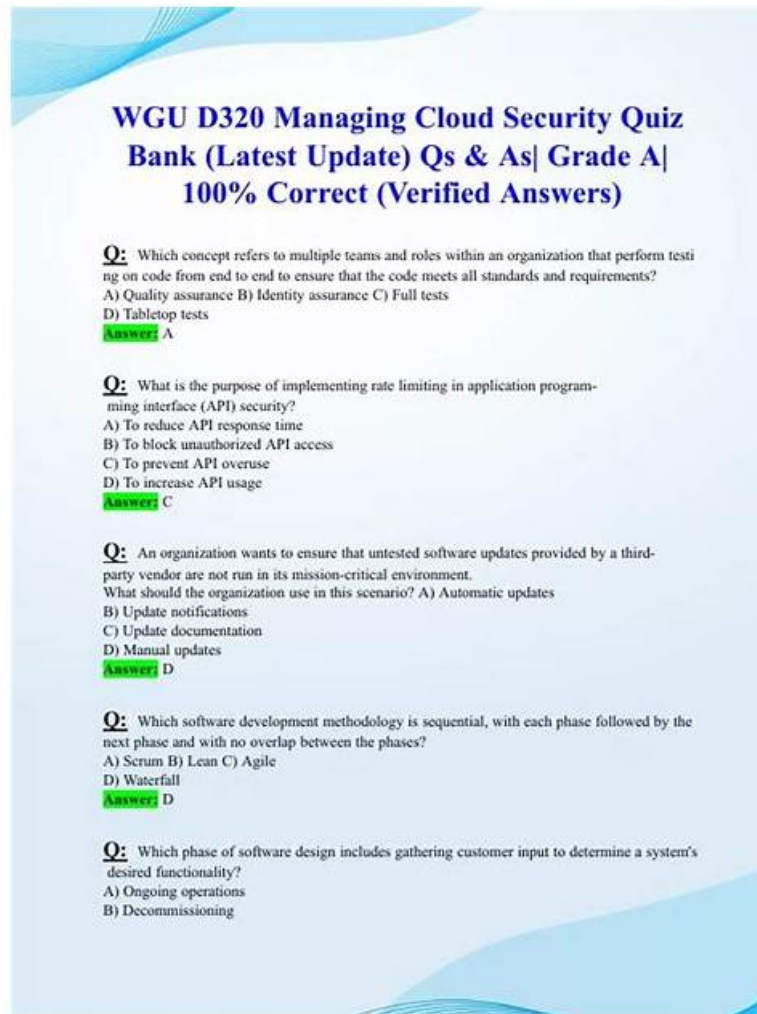


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WGU Information Technology Management QGC1 Sample Questions (Q60-Q65):

NEW QUESTION # 60

Which term describes an iterative design approach that builds a model of a system to ensure it meets user and business requirements?

- A. Rapid application development (RAD)
- **B. Discovery prototyping**
- C. Loose coupling
- D. Joint application development (JAD)

Answer: B

Explanation:

* Definition of Discovery Prototyping:

* Discovery prototyping is an iterative design approach that builds a working model or prototype of a system to gather feedback and ensure it meets user and business requirements.

* The goal is to refine the system iteratively based on feedback before full development begins.

* Key Characteristics:

* Helps identify gaps between user expectations and design early in the process.

* Reduces risks of rework and enhances user satisfaction.

* Incorrect Options Analysis:

* A. Rapid Application Development (RAD): Focuses on faster delivery of applications through iterative development but not solely on prototyping.

* B. Joint Application Development (JAD): Refers to collaborative sessions for gathering requirements, not iterative prototyping.

* D. Loose Coupling: Refers to software design principles, not prototyping.

References and Documents of Information Technology Management:

* "Iterative Design and Prototyping Best Practices" (Gartner).

* ITIL Systems Design Guidelines (Axelos).

NEW QUESTION # 61

What is a customer relationship management (CRM) system used for?

- A. To support diverse business functions such as accounting, manufacturing, marketing, and human resources.
- B. To provide fundamental decision-making support.
- C. To improve supplier and customer relations and increase revenues.
- **D. To increase customer loyalty and retention and increase an organization's profitability.**

Answer: D

NEW QUESTION # 62

Which pair of terms describes an add-on that purports to serve a useful function while transmitting user data and displaying pop-up boxes without the user's knowledge or permission?

- **A. Adware and spyware**
- B. Ethics and cost
- C. Downtime and uptime

- D. Hackers and viruses

Answer: A

Explanation:

- * Definition of Adware and Spyware:
 - * Adware: Software that displays unwanted advertisements.
 - * Spyware: Software that covertly collects user data without consent.
 - * The combination of adware and spyware often masquerades as a legitimate add-on but operates maliciously.
 - * Key Characteristics:
 - * Adware displays pop-up advertisements, while spyware transmits user data to external parties.
 - * Both operate without the user's permission or knowledge.
 - * Incorrect Options Analysis:
 - * A. Downtime and uptime: Relates to system availability, not malicious software.
 - * B. Hackers and viruses: Refers to broader cybersecurity threats, not specific software.
 - * C. Ethics and cost: Unrelated to malicious software behavior.
- References and Documents of Information Technology Management:
- * "Adware and Spyware: Detection and Prevention" (SANS Institute).
 - * ITIL Information Security Practices (Axelos).

NEW QUESTION # 63

How does service-oriented architecture (SOA) help companies become more agile?

- A. Builds a working model of the system on a small scale to detect errors early in development
- **B. Aligns business needs and the management information system capabilities that support these needs**
- C. Breaks the project into four phases to provide quicker feedback and improve results
- D. Requires a tight adherence to a sequence of steps to accomplish the original goal

Answer: B

Explanation:

- * Understanding Service-Oriented Architecture (SOA):
 - * SOA is an architectural style that enables organizations to build modular services that align IT capabilities with business needs.
 - * Each service in SOA is designed to perform a specific business function and can be reused across different applications or processes.
 - * How SOA Enhances Agility:
 - * By aligning business needs with IT capabilities, SOA allows organizations to quickly adapt to changing requirements.
 - * Services can be reused or combined to support new business processes without extensive redevelopment.
 - * Why Other Options Are Incorrect:
 - * Option A: Breaking projects into phases aligns with agile methodologies, not SOA.
 - * Option C: Strict adherence to a sequence is characteristic of the waterfall approach, not SOA.
 - * Option D: Building small-scale models refers to prototyping, not SOA.
- References:
- * "SOA and Business Agility" - Gartner
 - * Service-Oriented Architecture Best Practices - IEEE

NEW QUESTION # 64

Which IT practice supports green computing?

- A. Prioritizing high performance for faster task completion
- B. Choosing hardware that is economical
- C. Recycling old hardware before it reaches end of life
- **D. Extending device life with reuse and refurbishment**

Answer: D

Explanation:

Green computing practices aim to reduce environmental impact by lowering energy use, minimizing e-waste, and extending hardware life cycles. One of the most effective practices is to extend device life through reuse and refurbishment. This prevents premature

disposal, reduces demand for new hardware manufacturing, and lowers overall environmental impact.
Option B: Incorrect-prioritizing high performance can increase energy consumption and is not necessarily sustainable.
Option C: Incorrect-economical hardware does not always mean environmentally sustainable.
Option D: Incorrect-recycling is important, but refurbishment and reuse extend usable life and reduce waste earlier.
Thus, the IT practice that best supports green computing is extending device life with reuse and refurbishment.
Reference:
WGU Information Technology Management - IT Sustainability and Green Computing, section on Extending Equipment Life.

NEW QUESTION # 65

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