

Test Information-Technology-Management Lab Questions - Information-Technology-Management New Real Test

CIPS L4M3 CIPS Commercial Contracting 3

Explanation:
ISO has about 22,000 international standards covering a vast range of aspects of product or service quality. Below are some of the most common ISO standards:
- ISO 9001: Quality management system
- ISO 27001: Information security management
- ISO 5001: Energy management
- ISO 14001: Environmental management
Reference:
- ISO 14001:2015 Environmental management systems - Requirements with guidance for use
- CIPS study guide page 86
LO 2, AC 2.1

NEW QUESTION 34
According to rule of contract formation, which of the following is a valid acceptance?

- A. The person orally agrees to pay the offered price
- B. The person asks for a lower price
- C. The person says that she will think about it overnight
- D. The person states that she is able to pay the offered price

Answer: A

Explanation:
Once a valid acceptance takes place, a binding contract is formed. It is therefore important to know what constitutes a valid acceptance in order to establish if the parties are bound by the agreement. There are three main rules relating to acceptance:
1. The acceptance must be communicated to the offeree.
2. The terms of the acceptance must exactly match the terms of the offer.
3. The agreement must be certain.
Among the answers:
"The person says that she will think about it overnight" does not match the terms of the offer. The offeree does not assure that she will accept the offer.
"The person asks for a lower price": This is a counter-offer.
"The person states that she is able to pay the offered price" is not certain. The offeree merely provides information on her financial ability.
Reference:
- Contractual agreement - offer and acceptance
- CIPS study guide page 33-35
LO 1, AC 1.2

NEW QUESTION 35
Transformers & Rectifiers Ltd wanted to buy some specialist gaskets. They sent a request for quotation with specification to Needs Ltd. The supplier replied with a quotation in which had its own terms and conditions. The buyer edited delivery terms on the quotation and sent the document back to Needs Ltd. Gaskets were delivered to Transformers' premise with an invoice from Needs Ltd. Which of the following is most likely to be the governing terms if the two companies must settle the dispute at court?

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It is universally accepted that the competition in the labor market has become more and more competitive in the past years. In order to gain some competitive advantages, a growing number of people have tried their best to pass the Information-Technology-Management exam. Because a lot of people hope to get the certification by the related exam, now many leaders of companies prefer to the candidates who have the Information-Technology-Management Certification. In their opinions, the certification is a best reflection of the candidates' work ability, so more and more leaders of companies start to pay more attention to the Information-Technology-Management certification of these candidates.

WGU Information Technology Management QGC1 Sample Questions (Q111-Q116):

NEW QUESTION # 111

Which system provides a foundation for collaboration between departments, enabling people in different business areas to communicate?

- A. Customer relationship management (CRM)
- B. Supply chain management (SCM)
- **C. Enterprise resource planning (ERP)**
- D. Electronic data interchange (EDI)

Answer: C

Explanation:

* Definition of ERP Systems:

* ERP integrates core business processes across various departments, such as finance, HR, procurement, and production.

* It creates a centralized communication platform for cross-departmental collaboration and seamless data sharing.

* Purpose of ERP:

* Ensures real-time data visibility across the organization.

* Promotes collaboration by eliminating data silos and enabling efficient workflows.

* Incorrect Options Analysis:

* B. Supply Chain Management (SCM): Focuses on logistics and supply chain optimization, not general collaboration.

* C. Customer Relationship Management (CRM): Concentrates on customer interactions.

* D. Electronic Data Interchange (EDI): Facilitates data sharing with external partners, not internal collaboration.

References and Documents of Information Technology Management:

* "ERP Integration Best Practices" (Gartner).

* ITIL Service Design: ERP Modules Overview (Axelos).

NEW QUESTION # 112

What is a benefit of in-house development and maintenance of information technology systems?

- A. Allows for the fastest development time and ability to scale to new demand levels
- **B. Creates a better quality workforce by combining both technical and business skills**
- C. Increases financial savings because it costs less than outsourcing the work
- D. Utilizes state-of-the-art technological resources without having to acquire and maintain them

Answer: B

NEW QUESTION # 113

Which type of artificial intelligence should it use to meet this goal?

- A. Neural network
- **B. Fuzzy logic**
- C. Intelligent agent
- D. Genetic algorithm

Answer: B

Explanation:

Fuzzy logic is an artificial intelligence approach used to handle uncertainty and imprecise data. It is particularly useful for analyzing subjective financial values such as goodwill, brand value, and customer perception, which do not have precise numerical definitions. Unlike traditional Boolean logic, fuzzy logic allows partial truth values between 0 and 1, making it ideal for financial analysis where subjective judgments play a role.

References:

- * Zadeh, L. A. (1965). "Fuzzy Sets". Information and Control, 8(3), 338-353.
- * Ross, T. J. (2004). Fuzzy Logic with Engineering Applications. John Wiley & Sons.

NEW QUESTION # 114

How can a customer relationship management (CRM) system support marketing strategies aimed at specific groups?

- A. By logging interactions
- B. By mapping sales territories
- **C. By segmenting data**
- D. By reporting financial information

Answer: C

Explanation:

Customer segmentation within a CRM system allows businesses to group customers based on demographics, purchasing behavior, preferences, or other criteria. This segmentation enables marketing teams to design targeted campaigns that align with the needs of specific customer groups, improving engagement and campaign effectiveness.

Option A: Logging interactions provides history but not strategic targeting.

Option C: Mapping sales territories focuses on sales distribution, not marketing groups.

Option D: Financial reporting is useful but not directly tied to targeted marketing strategies.

Thus, CRM supports marketing strategies by segmenting data.

Reference:

WGU Information Technology Management - CRM Applications, section on Customer Segmentation.

NEW QUESTION # 115

What is the definition of the accountability vs. ownership paradox?

- A. The ability to use a uniquely enterprise view to create business process change
- B. A situation in which the CEO is concerned they might be overlooking a digital disrupter that competitors have surely discovered
- C. An evaluation of where a business is headed, what it wants to achieve, and how it will support its objectives
- **D. A situation in which a company's CIO is responsible for the outcomes of technology implementations but does not have the power to change 'business processes'**

Answer: D

Explanation:

* Definition of the Accountability vs. Ownership Paradox:

* This paradox arises when a CIO is held accountable for the results of technology initiatives but lacks authority over critical business processes or decisions that impact those results.

* It reflects a misalignment between responsibility and control.

* Impact on Organizations:

* Leads to inefficiencies and miscommunications between IT and other business units.

* Creates barriers to achieving organizational goals due to lack of cohesive decision-making authority.

* Incorrect Options Analysis:

* A: This describes strategic planning, not the paradox.

* B: Relates to organizational change, but does not capture the accountability dilemma.

* D: Refers to concerns about competitive disruption, unrelated to the paradox.

References and Documents of Information Technology Management:

* "CIO Accountability Frameworks" (Forrester Research).

* ITIL Governance Practices: Bridging Accountability Gaps (Axelos).

NEW QUESTION # 116

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