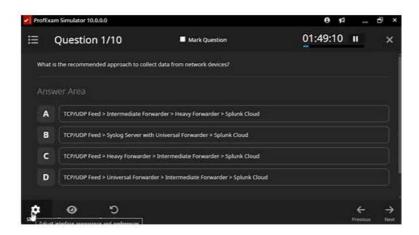
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WGU Information Technology Management QGC1 Sample Questions (Q36-Q41):

NEW OUESTION #36

What is the meaning of scope creep?

- A. Adding unapproved changes
- B. Making minor changes to improve team efficiency
- C. Managing new requests through change control
- D. Updating the project schedule

Answer: A

Explanation:

Scope creep refers to the uncontrolled expansion of project scope without formal approval, often caused by adding features or changes that were not originally planned. Scope creep can lead to missed deadlines, budget overruns, and reduced project quality if not managed properly.

Option A: Change control is the correct process for managing approved changes, not scope creep.

Option B: Updating schedules is part of project time management, not scope creep.

Option C: Process improvements are beneficial, not unauthorized scope increases.

Thus, scope creep means adding unapproved changes.

Reference:

WGU Information Technology Management - Project Management, section on Scope Creep.

NEW QUESTION #37

Which lifecycle stage of ITIL focuses on creating services and procedures?

- A. Service transition (ST)
- B. Service operation (SO)
- C. Service strategy (SS)
- D. Service design (SD)

Answer: D

Explanation:

- * Lifecycle Stage Overview in ITIL: The Service Design (SD)stage in ITIL focuses on creating and refining services and procedures that meet business requirements. It involves planning and designing new or updated services to ensure alignment with strategic business objectives.
- * Core Objectives of Service Design:
- * Designingservices and processes to deliver high-quality outcomes.
- * Ensuring services are cost-effective, scalable, and aligned with the business's technical and operational requirements.
- * Key Elements of Service Design:
- * Service catalog management.
- * Capacity, availability, and continuity planning.
- * Service level management.
- * Incorrect Options Analysis:
- * Service Transition (ST): Focuses on moving new or changed services into operation, not designing them.
- * Service Strategy (SS):Involves defining the organization's strategic approach, not the specifics of service creation.
- * Service Operation (SO): Manages day-to-day operations of IT services, focusing on stability and efficiency.

References and Documents of Information Technology Management:

- * ITIL Foundation: Axelos (2019).
- * ITIL 4 Service Design Best Practices Guide (Axelos Publications).

NEW QUESTION #38

What is an advantage of virtualization?

- A. Allows for greater workload stagnation
- B. Reduces the cost of ownership and makes IT simpler to manage
- C. Increases reliance on manual operations
- D. Restricts the availability of resources

Answer: B

NEW QUESTION #39

What is a benefit of unified communications?

- A. Faster access to resources
- B. Enhanced collaboration

- C. Centralized billing support
- D. Increased storage capacity

Answer: B

Explanation:

Unified communications (UC) integrates various communication tools such as instant messaging, email, voice, video conferencing, and collaboration platforms into a single interface. The primary benefit is enhanced collaboration, allowing teams to work together seamlessly across multiple channels and geographic locations.

Option A: Incorrect-UC focuses on communication, not resource speed.

Option B: Incorrect-UC does not provide additional storage.

Option C: Incorrect-billing is unrelated to unified communications.

Thus, the benefit of unified communications is enhanced collaboration.

Reference:

WGU Information Technology Management - Communication Systems, section on Unified Communications.

NEW QUESTION #40

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. Requires a tight adherence to a sequence of steps to accomplish the original goal
- D. Breaks the project into four phases to provide quicker feedback and improve results

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 #41

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