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WGU Information Technology Management QGC1 Sample Questions (Q54-Q59):

NEW QUESTION # 54
A director of software development observes friction between various team members. How should the director alleviate team friction?

- A. Nurture competition among team members
- B. Ask each team member to provide weekly feedback via email
- C. Create a culture of showing appreciation
- D. Provide a public forum for anonymous feedback

Answer: C

NEW QUESTION # 55
How does operational decision-making differ from strategic decision-making?

- A. It focuses on long-term goals.
- B. It establishes the mission statement of the company.
- C. It involves day-to-day activities.
- D. It sets the overall direction of the company.

Answer: C

Explanation:
Operational decision-making is focused on day-to-day activities that keep the organization running smoothly, such as scheduling, inventory control, and customer service. In contrast, strategic decision-making involves setting the company's overall direction and long-term goals.
Option A: Mission statements are part of strategic planning.
Option B: Long-term goals are strategic, not operational.
Option D: Overall direction is strategic, not operational.
Thus, operational decision-making differs by focusing on day-to-day activities.
Reference:
WGU Information Technology Management - Decision-Making Levels, section on Operational vs. Strategic Decisions.

NEW QUESTION # 56
Which protocol provides for the collection, organization, and modification of information about managed devices on IP networks?

- A. Simple Network Management Protocol (SNMP)
- B. Hypertext Transfer Protocol (HTTP)
- C. Telnet protocol (TELNET)
- D. File Transfer Protocol (FTP)

Answer: A

Explanation:
SNMP (Simple Network Management Protocol) is used for monitoring and managing network devices such as routers, switches, and servers. It allows administrators to gather network performance data and configure devices remotely.
References:

* Stallings, W. (2013). Foundations of Modern Networking. Pearson.

NEW QUESTION # 57

What are the responsibilities of the product owner in a Scrum project?

- **A. Prioritize requirements and manage the backlog**
- B. Track task completion and update sprint burndown charts
- C. Assist developers with blockers and code refactoring
- D. Monitor velocity metrics and ensure team compliance

Answer: A

Explanation:
In Scrum, the product owner is responsible for maximizing the value of the product by managing the product backlog. This includes prioritizing requirements, refining backlog items, and ensuring that the development team works on the most valuable features first.
Option A: Velocity metrics are typically monitored by the Scrum Master and team, not the product owner.
Option B: Burndown charts are updated by the team, not managed by the product owner.
Option D: Assisting developers with coding and blockers is the responsibility of the Scrum Master and development team.
Thus, the product owner's main responsibility is to prioritize requirements and manage the backlog.
Reference:
WGU Information Technology Management - Agile and Scrum Practices, section on Scrum Roles: Product Owner.

NEW QUESTION # 58

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

- A. Campaign management
- **B. Contact management**
- C. Cross-selling
- D. Call scripting

Answer: B

Explanation:
* Operational CRM Overview:
* Operational CRM technologies support day-to-day customer interactions and data management.
* Contact management is the specific technology used to store customer information, track interactions, and manage future sales opportunities.
* Application in the Scenario:
* Maintaining customer data and identifying prospective customers for future sales are core functions of contact management systems in CRM.
* Why Other Options Are Incorrect:
* Option A (Cross-selling):Cross-selling is a sales strategy, not a CRM technology.
* Option B (Campaign management):Campaign management focuses on organizing marketing campaigns.
* Option C (Call scripting):Call scripting aids in customer interactions but does not manage customer data.
References:
* Operational CRM Tools Overview - Zoho CRM
* Contact Management Best Practices - Salesforce

NEW QUESTION # 59

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