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## **WGU Information Technology Management QGC1 Sample Questions (Q59-Q64):**

### **NEW QUESTION # 59**

Which three primary elements of information infrastructure support ongoing operations? Choose 3 answers.

- A. Augmentation plans
- B. **Business continuity plans**
- C. Authentication plans
- D. **Backup and recovery plans**
- E. **Disaster recovery plans**

**Answer: B,D,E**

### **NEW QUESTION # 60**

Which statement describes the role of Information Technology Infrastructure Library (ITIL) in modern IT management?

- A. ITIL dictates the step-by-step processes for IT departments.
- B. **ITIL offers adaptable guidelines to enhance IT services.**
- C. ITIL replaces existing IT management frameworks.
- D. ITIL is applicable to large enterprises with extensive IT departments.

**Answer: B**

Explanation:

In modern IT management, the ITIL framework is not prescriptive or rigid; instead, it provides flexible and adaptable guidelines that organizations can tailor to their size, structure, and needs. ITIL is designed to enhance IT service quality, efficiency, and alignment with business goals. It can be implemented in organizations of any size, not just large enterprises, and it does not replace other frameworks but can be used alongside them.

Option A: Incorrect, ITIL does not dictate rigid step-by-step processes; it offers adaptable practices.

Option B: Incorrect, ITIL complements, not replaces, other frameworks (like COBIT, Agile, or DevOps).

Option D: Incorrect, ITIL applies to both small and large organizations.

Therefore, ITIL's role is to provide adaptable guidelines to enhance IT services.

Reference:

WGU Information Technology Management - IT Service Management, section on Modern Applications of ITIL.

### **NEW QUESTION # 61**

Which dashboard capability helps a business manager break down data into segments to understand it from different perspectives?

- A. Consolidation
- B. Exploration
- C. **Slice-and-dice**
- D. Pivot

**Answer: C**

### **NEW QUESTION # 62**

A team tests a prototype prior to meeting with a company's client and discovers the "My Account" menu is not working. The team revises the code and presents a functioning prototype to the client.

Which advantage of prototyping does this describe?

- A. Blueprint of the entire project
- B. Static example of the finished product

- C. Detailed instructions for development
- D. Early detection of coding errors

**Answer: D**

Explanation:

- \* Advantage of Prototyping.
- \* Prototyping allows teams to identify and resolve issues, such as coding errors, early in the development process.
- \* This minimizes the risk of errors propagating into later stages.
- \* Scenario Application:
- \* The team detected a menu functionality issue in the prototype, revised the code, and presented an updated version.
- \* This demonstrates the value of early error detection through prototyping.
- \* Why Other Options Are Incorrect:
- \* Option A:Prototypes are not static examples.
- \* Option B:Prototypes are not project blueprints.
- \* Option D:Prototyping is not about creating development instructions.

References:

- \* "Benefits of Early Prototyping in Development" - Agile Manifesto Principles
- \* Prototyping Methods and Applications - ISO 9241

### **NEW QUESTION # 63**

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

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

**Answer: C**

### **NEW QUESTION # 64**

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