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fact

The confirmation or validation of an event or object

information age

A time when infinite quantities of facts are widely available to anyone who can use a computer

internet of things (IoT)

A world where interconnected Internet-enabled devices or "things" have the ability to collect and share data without human intervention

machine-to-machine (M2M)

refers to devices that connect directly to other devices

data aggregation

The collection of data from various sources for the purpose of data processing

structured data

data that has defined length, type and format and includes numbers, dates, or strings such as Customer Address

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WGU Information Technology Management QGC1 Sample Questions (Q124-Q129):

NEW QUESTION # 124

An attacker uses a guest account to exploit a weakness that enables the attacker to change access rights and alter user account information. Which type of attack is described?

- **A. Elevation of privilege**
- B. Hoaxing
- C. Packet tampering
- D. Spoofing

Answer: A

Explanation:

* Definition of Elevation of Privilege Attack:

* This attack occurs when an attacker exploits vulnerabilities in systems to escalate their permissions beyond what they are authorized for, gaining access to sensitive data or control over the system.

* Example in the Scenario:

* The attacker uses a guest account, a low-privilege account, to exploit a system weakness and escalate their privileges, altering user account information.

* Incorrect Options Analysis:

* A. Packet tampering: Involves altering data packets, not access rights.

* B. Spoofing: Involves impersonation, not privilege escalation.

* D. Hoaxing: Refers to deceptive scams, unrelated to access rights.

References and Documents of Information Technology Management:

* "Cybersecurity Vulnerabilities and Exploits" (CIS Controls).

* ITIL Risk Management Framework (Axelos).

NEW QUESTION # 125

What is part of an effective IT ethics policy?

- A. Ethical scenarios for training purposes relevant to IT roles
- B. Password requirements for company-managed systems and mobile access
- C. Standards for security practices without mention of user conduct
- **D. Guidelines for responsible technology use and consequences for misuse**

Answer: D

Explanation:

An effective IT ethics policy establishes guidelines for responsible technology use (such as acceptable use of systems, data privacy, and confidentiality) and specifies consequences for unethical or inappropriate behavior.

This ensures accountability, transparency, and consistency in IT-related decision-making and actions.

Option B: Too narrow-security practices are part of IT policies, but ethics policies emphasize conduct and decision-making.

Option C: While training scenarios are useful, they are supplemental, not the foundation of an ethics policy.

Option D: Password requirements are part of security policies, not ethics policies.

Thus, an effective IT ethics policy must include guidelines for responsible technology use and consequences for misuse.

Reference:

WGU Information Technology Management - IT Governance and Ethics, section on Developing an IT Ethics Policy.

NEW QUESTION # 126

A manager asks a team member to identify the top five customers by total dollars spent on the company's services in the past calendar year. Which phase of the customer relationship management (CRM) system does this represent?

- A. Predicting
- B. Analyzing
- **C. Reporting**
- D. Distributing

Answer: C

Explanation:

- * Understanding Reporting in CRM:
- * The reporting phase of CRM involves extracting data to generate summaries and insights.
- * Reports help in understanding customer activities, such as identifying top customers based on spending.
- * Application in the Scenario:
- * The manager requests a report listing the top five customers by total spending, a classic example of CRM reporting.
- * Why Other Options Are Incorrect:
- * Option A (Distributing): Distributing is not a CRM phase.
- * Option B (Analyzing): Analyzing involves identifying trends or patterns, not generating a simple report.
- * Option C (Predicting): Predicting is forward-looking and does not match the scenario of reviewing past data.

References:

- * CRM Reporting Capabilities Overview - Forrester
- * Reporting vs Analysis in CRM Systems - HubSpot

NEW QUESTION # 127

Which software development approach builds a small-scale representation or working model of the system to ensure it meets the user and business requirements?

- A. Rational unified process (RUP)
- B. Waterfall
- C. Iterative
- **D. Prototyping**

Answer: D

NEW QUESTION # 128

How might a leader manage conflict constructively?

- A. By limiting conversations to scheduled team updates
- B. By prioritizing task completion over team dynamics
- **C. By fostering respectful dialogue between employees**
- D. By favoring top-down decisions to reduce conflict arising from team input

Answer: C

Explanation:

Effective leaders manage conflict constructively by encouraging open, respectful dialogue between employees. This allows issues to be addressed directly, builds trust, and strengthens team cohesion.

Constructive conflict management focuses on resolution and collaboration rather than suppression or avoidance.

Option A: Incorrect-restricting conversations can allow conflicts to grow unresolved.

Option B: Incorrect-top-down control may suppress input and damage morale.

Option D: Incorrect-ignoring team dynamics undermines long-term effectiveness.

Thus, the best approach is fostering respectful dialogue between employees.

Reference:

WGU Information Technology Management - Leadership and Organizational Behavior, section on Conflict Management.43

NEW QUESTION # 129

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