WGU Information-Technology-Management QGC2 Practice Questions

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Question 1

Question Type: MultipleChoice

What is a customer relationship management (CRM) system used for?

Options:

A- To provide fundamental decision-making support.
B- To support diverse business functions such as accounting, manufacturing, marketing, and human resources.
C- To improve supplier and customer relations and increase revenues.
D- To increase customer loyalty and retention and increase an organization's profitability.

Answer:

D

Explanation:

Purpose of a Customer Relationship Management (CRM) System:

CRM systems focus on managing customer interactions to build long-term relationships.

They provide tools for sales, marketing, customer service, and analytics to enhance customer satisfaction and retention.

Key Objectives of CRM Systems:

Increase customer loyalty: By personalizing experiences and addressing customer needs effectively.

Boost profitability: Through targeted marketing, better customer insights, and optimized resource allocation.

Incorrect Options Analysis:

A . Decision-making support: CRM provides customer interaction insights, not fundamental decision-making tools.

B . Business functions: Covers ERP systems, not CRM.

C . Supplier relations: Focus is on customer relations, not suppliers.

and Documents of Information Technology Management:

'CRM Best Practices for Business Success' (Salesforce Whitepaper).

ITIL 4 Service Design: CRM Integration (Axelos).

Question 2

Question Type: MultipleChoice

Which advantage does a storyboard provide in a rapid design challenge?

Options:

A- It can quickly communicate a solution.
B- It requires extensive resources and time to create.
C- It allows for detailed coding and programming.
D- It can be used to finalize the product design.

Answer:

A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In rapid design challenges, hackathons, or design sprints, a storyboard is used as a fast, visual way to communicate a potential solution. It typically consists of a sequence of frames or panels that show:

The user's journey through a product or service.

The key steps or screens involved in solving a problem.

The context in which the user interacts with the system.

This makes storyboards ideal when teams need to:

Quickly share ideas across stakeholders without building a full prototype.

Build a shared understanding of how the solution should work.

Gather early feedback before investing time in detailed design or development.

In a rapid design challenge, time and resources are limited, so the main advantage is that a storyboard can quickly communicate a solution in a clear, visual way.

Why the other options are incorrect:

B . It requires extensive resources and time to create.Storyboards are intentionally lightweight and quick to create; this is the opposite of their purpose in rapid design.

C . It allows for detailed coding and programming.Storyboards are conceptual and visual, not a medium for coding or technical implementation.

D . It can be used to finalize the product design.A storyboard is a preliminary design tool; it supports ideation and early validation, not final product specifications.

Question 3

Question Type: MultipleChoice

What describes a Scrum master's role in Agile development?

Options:

A- Coordinating team logistics and managing external vendors
B- Reviewing code and merging development branches
C- Guiding team processes and removing impediments
D- Monitoring system performance and reporting outages

Answer:

C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Agile development, particularly in Scrum, the Scrum master serves as a facilitator and servant leader for the Scrum team. Their primary responsibility is to guide the team's processes and remove impediments that block progress. The Scrum master ensures that Agile principles and Scrum practices are followed, facilitates key events (such as daily stand-ups, sprint planning, reviews, and retrospectives), and works to improve team collaboration and continuous improvement.

The Scrum master focuses on:

Supporting the team in following agreed processes and timeboxes.

Identifying and removing obstacles that slow or prevent the team from delivering value.

Serving as a bridge between the team and external stakeholders, protecting the team from unnecessary interruptions.

Why the other options are incorrect:

A . Coordinating team logistics and managing external vendors -- While the Scrum master may help facilitate communication, vendor management and logistics coordination are typically project management or operations roles, not the core definition of a Scrum master.

B . Reviewing code and merging development branches -- These are technical responsibilities usually handled by developers or technical leads, not the Scrum master's core role.

D . Monitoring system performance and reporting outages -- This aligns more with operations or DevOps roles; the Scrum master's main focus is team process and impediment removal, not system monitoring.

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Question 4

Question Type: MultipleChoice

Which IT ethics policy discloses some or all of the ways an organization gathers, uses, discloses, and manages customer or client data?

Options:

A- Information privacy
B- Email privacy
C- Social media
D- Acceptable use

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Answer:

A

Explanation:

Definition of Information Privacy Policy:

An Information Privacy Policy explains how an organization collects, uses, discloses, and manages customer or client data.

It addresses data protection, compliance with legal requirements (e.g., GDPR, HIPAA), and organizational transparency.

Purpose of an Information Privacy Policy:

Ensures customers know how their personal data is handled.

Builds trust and promotes ethical data usage practices.

Incorrect Options Analysis:

Email Privacy: Covers email communications but not broader data practices.

Social Media: Focuses on employee behavior on social platforms, not customer data.

Acceptable Use: Addresses general IT use policies, not specifically data privacy.

and Documents of Information Technology Management:

General Data Protection Regulation (GDPR) Documentation.

ISO/IEC 27018: Cloud Privacy Framework (ISO Standards).

ITIL Foundation: Privacy Management in Service Design (Axelos Publications).

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

C

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.

:

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

Question 6

Question Type: MultipleChoice

Which method helps prevent scope creep?

Options:

A- Defining the scope clearly in the project plan
B- Adding extra features to improve satisfaction
C- Allowing minor scope changes without review
D- Including new scope requests during the project

Answer:

A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Scope creep occurs when additional work, features, or requirements are added to a project without proper evaluation, approval, or changes to time, cost, or resources. The most effective way to prevent scope creep is to define the scope clearly in the project plan and use that definition as a scope baseline to control changes.

A clear scope in the project plan includes:

A project scope statement that describes what is included and what is excluded.

A work breakdown structure (WBS) that decomposes work into defined deliverables.

A scope baseline against which all change requests are evaluated.

A formal change control process to review, approve, or reject scope changes.

Why the other options are incorrect:

B . Adding extra features to improve satisfaction -- Adding features without proper approval is a direct cause of scope creep.

C . Allowing minor scope changes without review -- Even small changes, if unmanaged, accumulate and change the project's scope, cost, and timeline.

D . Including new scope requests during the project -- New scope may be appropriate, but only after formal review and approval, not automatically.

Therefore, defining the scope clearly in the project plan (and managing against it) is the method that helps prevent scope creep, making A the correct answer.

Question 7

Question Type: MultipleChoice

Which activity is an example of operational decision-making in an organization?

Options:

A- Managing schedules and daily workflows
B- Evaluating investment opportunities
C- Designing corporate policies
D- Setting long-term strategic goals and objectives

Answer:

A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Operational decision-making focuses on short-term, day-to-day activities that keep the organization running efficiently. These decisions are typically structured, routine, and concern the execution of existing processes, such as staffing, work assignments, and scheduling.

Managing schedules and daily workflows is a classic operational-level activity because it involves:

Assigning tasks to staff for the current or upcoming shifts

Adjusting workflows to handle daily workload changes

Ensuring that routine operations proceed according to plan

Option B (Evaluating investment opportunities) is associated with tactical or strategic financial decisions, not daily operations.

Option C (Designing corporate policies) is part of tactical or strategic governance, focused on rules and guidelines that shape behavior across the organization.

Option D (Setting long-term strategic goals and objectives) clearly reflects strategic decision-making, focusing on the direction of the organization over years.

Therefore, managing schedules and daily workflows is the correct example of operational decision-making.

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Question 8

Question Type: MultipleChoice

Why should chief information officers embrace risk in digital leadership?

Options:

A- To beat competitors to the market
B- To challenge existing models and drive innovation
C- To maintain infrastructure and operational efficiency
D- To limit investment in experimentation

Answer:

B

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Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In digital leadership, chief information officers (CIOs) are expected to lead change, adopt new technologies, and rethink traditional business models. This inherently involves taking calculated risks. Embracing risk allows CIOs to:

Challenge existing models---question outdated processes, structures, and technologies.

Explore innovative solutions, such as new platforms, automation, AI, and customer engagement methods.

Move the organization toward digital transformation, rather than staying locked into legacy approaches.

Create value by experimenting, learning, and iterating on new initiatives.

Why the other options are incorrect:

A . To beat competitors to the market -- Speed to market can be a benefit, but embracing risk in digital leadership is primarily about innovation and transformation, not just being first.

C . To maintain infrastructure and operational efficiency -- Maintenance and efficiency call for risk reduction, not increased risk-taking. This is more aligned with traditional IT operations than digital leadership.

D . To limit investment in experimentation -- Embracing risk is the opposite of limiting experimentation. Digital leaders must support experimentation and learning.

Therefore, the best reason CIOs should embrace risk in digital leadership is to challenge existing models and drive innovation, which matches Option B.

Question 9

Question Type: MultipleChoice

Which process involves the use of monitoring tools to detect and respond to unauthorized access attempts in real time?

Options:

A- Penetration testing
B- Access control
C- Log review
D- Intrusion detection

Answer:

D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Intrusion detection is the process of using monitoring tools and systems to identify and alert on unauthorized or suspicious activities on networks or hosts, often in real time. Intrusion

Detection Systems (IDS) analyze traffic or system events to detect:

Unauthorized access attempts

Malicious or abnormal behavior

Known attack signatures or anomalies

When potential intrusions are detected, these systems can generate alerts, and in some configurations (IDS/IPS), they may also help automate responses or integrate with other security tools.

Why the other options are incorrect:

A . Penetration testing -- Simulates attacks to find vulnerabilities but is periodic and manual, not continuous real-time monitoring.

B . Access control -- Governs who is allowed to access what (through authentication and authorization). It is preventive, not primarily focused on real-time detection of unauthorized attempts once they occur.

C . Log review -- Involves analyzing stored logs, often after the fact, for auditing or investigation. It is not necessarily real-time detection.

Therefore, the correct answer is D. Intrusion detection, because it is the process that specifically uses monitoring tools to detect and respond to unauthorized access attempts in real time.

Question 10

Question Type: MultipleChoice

Which scenario would cause an organization to create a global team?

Options:

A- As the organization grows it is becoming difficult to find talent in the local market.
B- For security purposes the organization is moving to a private cloud provider.
C- The organization is embarking on a digital transformation effort.
D- The organization's largest client is the United States Military.

Answer:

A

Explanation:

Global Team Formation:

Organizations often form global teams when they face talent shortages in their local markets. Expanding globally provides access to a larger and more diverse talent pool.

Global teams enable the organization to leverage regional expertise, foster innovation, and reduce dependency on local markets.

Incorrect Options Analysis:

B . Security via private cloud: Relates to infrastructure decisions, not team formation.

C . Digital transformation: Involves adopting technology, not directly forming a global team.

D . U.S. Military as a client: Security and compliance measures may be involved, but this is not necessarily linked to global team creation.

and Documents of Information Technology Management:

'Global Talent Acquisition Strategies' (McKinsey).

ITIL Human Resources Alignment Best Practices (Axelos).

Question 11

Question Type: MultipleChoice

What distinguishes a wireframe from a prototype?

Options:

A- It focuses on backend logic and data flow.
B- It is created without input from users.
C- It shows layout and structure without interaction.
D- It provides a functional version of the solution.

Answer:

C

Explanation:

A wireframe is a low-fidelity representation that shows the layout and structure of a system's interface but does not include interaction or functional features. In contrast, a prototype is interactive and allows stakeholders to experience simulated functionality.

Option A: Backend logic relates to system design, not wireframes.

Option B: Wireframes can include user input, not excluded.

Option D: A functional version is a prototype, not a wireframe.

Thus, a wireframe is distinguished by showing layout and structure without interaction.

WGU Information Technology Management -- Systems Analysis and Design, section on Wireframes vs. Prototypes.

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