QGC1 Information Technology Management Version 2

Section: IT & Computer Studies • **Total Questions:** 10 • **Format:** Verified Q&A

1. Which three primary elements of information infrastructure support ongoing operations?

(A) Disaster recovery plans
(B) Augmentation plans
(C) Authentication plans
(D) Business continuity plans
(E) Backup and recovery plans

2. Which statement describes the analysis phase of the systems development life cycle (SDLC)?

(A) Establishing full descriptions of the desired features and operations of the system
(B) Physically constructing software and information systems using programming languages
(C) Establishing a high-level strategy and goals for an intended project
(D) Identifying end-user business requirements and refining project goals into defined functions and operations

3. Which basic business system serves operational level analysts in an organization?

(A) Optimization analysis system (OAS)
(B) Decision support system (DSS)
(C) Executive information system (EIS)
(D) Transaction processing system (TPS)

4. What is a benefit of in-house development and maintenance of information technology systems?

(A) Increases financial savings because it costs less than outsourcing the work
(B) Utilizes state-of-the-art technological resources without having to acquire and maintain them
(C) Creates a better quality workforce by combining both technical and business skills
(D) Allows for the fastest development time and ability to scale to new demand levels

5. How can a unified communications system meet the communication goals of most organizations?

(A) Generates innovative solutions
(B) Makes employees more comfortable
(C) Manages customer expectations
(D) Reduces latency between parties

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6. What is a common risk associated with outsourcing software development?

(A) Short-term contracts that are difficult to renew
(B) Lack of flexibility to respond to rapid market changes
(C) High cost of developers' salaries
(D) Risk of breach of confidential information

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7. Which two benefits does RFID tagging offer for supply chain management? (Choose 2)

(A) Serves as a unique product identifier
(B) Automates the different activities of the supply chain
(C) Tracks a product's journey from manufacturing facility to store
(D) Discards inconsistent, incorrect, or incomplete information

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

(A) Telnet protocol (TELNET)
(B) File transfer protocol (FTP)
(C) Hypertext transfer protocol (HTTP)
(D) Simple network management protocol (SNMP)

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9. Which organizational policy states that an employee should never send unsolicited emails outside the organization?

(A) Employee monitoring policy
(B) Information use policy
(C) Anti-spam policy
(D) Social media policy

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10. What is a method for confirming users' identities?

(A) Public key encryption
(B) Information secrecy
(C) Authentication
(D) Authorization