SPEA-V 369 – MANAGING INFORMATION TECHNOLOGY EXAM 1 PRACTICE (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://speav369managingit1.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1
Table of Contents 2
Introduction 3
How to Use This Guide 4
Questions 5
Answers 8
Explanations 10
Next Steps 15

SAMPLE

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

SAMPLE

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

SAMPLE

Questions

SAMPLE

1. Which term describes the ongoing management of IT services after implementation?

A. Designing

B. Running

C. Planning

D. Building

2. Which areas require governance when leveraging cloud services?

A. Data governance and policy development

B. Resource allocation and budgeting

C. Network performance tuning and capacity planning

D. Security, compliance, and cost

3. DNS is conceptually like translating a street address to GPS coordinates. Which option represents the GPS coordinates concept?

A. GPS coordinates

B. IP address

C. Email address

D. MAC address

4. It is reasonable for most organizations to explore cloud-based options before considering those that are on premise.

A. True

B. False

C. Not necessarily

D. Only for startups

5. What term describes informal, unsanctioned IT usage within an organization?

A. Shadow IT

B. End-State Solution

C. Operating System

D. Stakeholders

SAMPLE

6. In which scenario is AI explainability most important?

A. Recommending music playlists

B. Diagnosing a disease

C. Automatically approving a mortgage loan application

D. Routing network traffic

7. Which of the following is an advantage of cloud computing?

A. Rapid elasticity

B. Unpredictable cost

C. Security concerns

D. Policy concerns

8. What does a Project Charter do with respect to the information in the Proposal?

A. It replaces the proposal with a new plan

B. It carries forward the information from the proposal and makes it more formal/detailed

C. It defines only the project risks

D. It serves as a vendor contract

9. What is the purpose of an enterprise architecture (EA) in IT management?

A. To manage day-to-day help desk requests.

B. To provide a blueprint linking business strategy to IT capabilities and technology standards.

C. To store all data in the cloud.

D. To optimize hardware procurement.

10. Which of the following would be considered software?

A. Adobe Illustrator

B. Physical ink toner

C. Hard drive

D. Motherboard

SAMPLE

Answers

SAMPLE

1. B
2. D
3. A
4. A
5. A
6. C
7. A
8. B
9. B
10. A

SAMPLE

Explanations

SAMPLE

1. Which term describes the ongoing management of IT services after implementation?

A. Designing

B. Running

C. Planning

D. Building

Ongoing management of IT services after implementation is all about day-to-day operations, keeping the service up, monitored, and supported. Once a solution is planned, designed, and built, its life cycle moves into running—the phase where you handle incidents, perform routine maintenance, monitor performance, and ensure service levels are met. This is distinct from planning (deciding what to do and how), designing (defining the architecture and detailed specifications), and building (constructing and configuring the system). So, the term that best describes the ongoing management after implementation is running.

2. Which areas require governance when leveraging cloud services?

A. Data governance and policy development

B. Resource allocation and budgeting

C. Network performance tuning and capacity planning

D. Security, compliance, and cost

Cloud governance in the cloud is about putting in place policies and controls to protect data, ensure regulatory compliance, and manage expenses across cloud services. These areas demand governance because they carry the most risk and have the biggest financial and legal implications. Security matters because cloud environments introduce new configurations, identities, and data exposure risks; governance establishes required measures such as access control, encryption, monitoring, and incident response to reduce threats. Compliance matters because organizations must meet laws and industry rules (privacy, data residency, retention, audits); governance provides the frameworks, controls, and evidence needed to demonstrate compliance across all cloud workloads. Cost matters because cloud spending can spiral without visibility and control, so governance sets budgets, approval processes, tagging, and ongoing cost optimization. While other management aspects like resource budgeting, data policy development, or performance planning are important, the primary governance focus in leveraging cloud services is on security, compliance, and cost.

3. DNS is conceptually like translating a street address to GPS coordinates. Which option represents the GPS coordinates concept?

A. GPS coordinates

B. IP address

C. Email address

D. MAC address

The idea being tested is how a human-friendly name is turned into a precise locator that can be used to reach a resource. In the street address to GPS coordinates analogy, the GPS coordinates represent that exact locator. The option that most directly embodies that idea is the GPS coordinates itself, because it stands for the precise locational data needed to find the target. The other kinds of addresses—an IP address is the actual network locator, email addresses are for routing messages, and MAC addresses identify hardware—do not capture the specific concept of a precise location in space the way GPS coordinates do, so they don't fit as well in this analogy.

SAMPLE

4. It is reasonable for most organizations to explore cloud-based options before considering those that are on premise.

A. True

B. False

C. Not necessarily

D. Only for startups

Exploring cloud-based options first reflects a practical approach to IT strategy. Cloud services offer rapid provisioning, scalable resources, and a pay-as-you-go model, which makes it easier to test workloads, compare total costs, and understand performance in real-world conditions without heavy upfront investments. By evaluating cloud options early, an organization can quantify the benefits and limitations, design a migration path, and decide where cloud, hybrid, or on-premises components best fit business needs. This helps avoid locking in costly on-prem solutions before understanding what cloud can deliver. There are scenarios where on-premises may be required due to regulatory, latency, or data sovereignty reasons, but for the majority of organizations, starting with cloud options is a reasonable and efficient first step.

5. What term describes informal, unsanctioned IT usage within an organization?

A. Shadow IT

B. End-State Solution

C. Operating System

D. Stakeholders

This question focuses on Shadow IT—the informal, unsanctioned use of IT resources within an organization. It happens when employees turn to apps, cloud services, or devices not approved by IT to meet work needs, often for speed or convenience. This makes Shadow IT the correct term, because it explicitly describes the practice of using technology outside formal governance. End-State Solution refers to a planned final outcome, Operating System is the software that runs devices, and Stakeholders are people affected by IT decisions, none of which describe the phenomenon of unauthorized IT usage. Shadow IT introduces risks like security gaps, data leakage, and compliance issues, which is why organizations aim to manage it with governance and controls.

6. In which scenario is AI explainability most important?

A. Recommending music playlists

B. Diagnosing a disease

C. Automatically approving a mortgage loan application

D. Routing network traffic

Explainability matters most when a system's decision has significant consequences for people and needs to be justifiable and auditable. Automatically approving a mortgage loan directly affects a person's finances, housing stability, and future opportunities. In this scenario, stakeholders—lenders, applicants, and regulators—often require clear, understandable reasons for a decision, to ensure fairness, comply with lending laws, and detect any biased or unjust patterns in the model's judgments. Being able to explain why a loan was approved or denied also helps with transparency and accountability, and makes it easier to challenge or review the decision if needed. In other examples like recommending music playlists or routing network traffic, the outcomes are typically less risky and often less regulated, so the need for detailed explanations is not as critical to the decision's validity or accountability.

SAMPLE

7. Which of the following is an advantage of cloud computing?

A. Rapid elasticity

B. Unpredictable cost

C. Security concerns

D. Policy concerns

Rapid elasticity lets you scale resources up or down quickly as demand changes, which is a key advantage of cloud computing. This flexibility means you can absorb traffic spikes by provisioning extra compute, storage, or services on the fly, and then release them when demand falls, without long lead times or wasted capacity. That agility speeds up deployment and enables experimentation, while keeping operations responsive to business needs. The other options describe potential downsides or challenges rather than benefits: costs can be unpredictable if not managed, security concerns are issues to address, and policy concerns relate to governance requirements rather than a direct advantage of the cloud.

8. What does a Project Charter do with respect to the information in the Proposal?

A. It replaces the proposal with a new plan

B. It carries forward the information from the proposal and makes it more formal/detailed

C. It defines only the project risks

D. It serves as a vendor contract

The project charter formalizes authorization and turns the proposal's content into a structured, approved plan. It carries forward the information from the proposal—purpose, goals, stakeholders, and the envisioned scope—while adding the detail and formality needed to authorize and guide the work. It defines measurable objectives, high-level requirements, key milestones, and an estimated budget and resources. It also identifies roles (sponsor and project manager), high-level risks, constraints, and assumptions, plus basic governance arrangements. With these elements, the charter officially approves the project to proceed and provides a baseline for planning and execution. It's not a replacement for the proposal, not focused solely on risks, and not a vendor contract.

9. What is the purpose of an enterprise architecture (EA) in IT management?

A. To manage day-to-day help desk requests.

B. To provide a blueprint linking business strategy to IT capabilities and technology standards.

C. To store all data in the cloud.

D. To optimize hardware procurement.

An enterprise architecture provides a blueprint that connects what the business aims to achieve with the IT capabilities and technology standards that enable it. It describes current and target architectures across domains like business processes, information, applications, and technology, and it lays out roadmaps, reference models, and governance to guide decisions. This alignment ensures IT investments and projects directly support strategic objectives, reduces duplication and complexity, and helps manage change and risk as the organization evolves. Day-to-day help desk work is IT operations focused on immediate support, not the strategic alignment EA provides. Storing all data in the cloud is a data/cloud strategy concern, not the overarching architectural blueprint. Optimizing hardware procurement is a procurement/asset management activity, not the strategic framework that links business goals to IT capabilities.

SAMPLE

10. Which of the following would be considered software?

A. Adobe Illustrator

B. Physical ink toner

C. Hard drive

D. Motherboard

Software consists of programs and data that run on a computer. Adobe Illustrator fits this because it's a software application you install and execute to create graphics; its value comes from code and instructions, not from a physical device. The other items are hardware or consumables: physical ink toner is a tangible printer supply; a hard drive is a hardware storage device; a motherboard is the main hardware circuit board. So Adobe Illustrator is the software option.

SAMPLE

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://speav369managingit1.examzify.com

We wish you the very best on your exam journey. You've got this!

SAMPLE