SPEA-V 369 – MANAGING INFORMATION TECHNOLOGY EXAM 2 PRACTICE (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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.

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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!

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Questions

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1. Which statement best describes a client/server architecture?

A. It is a type of distributed system where processing power is distributed between a central server and multiple clients

B. It combines all resources into a single machine

C. It relies solely on client machines without a server

D. It uses peer-to-peer processing without a central server

2. Which of the following reflects the CIM categories?

A. Engineering systems

B. Manufacturing administration

C. Factory automation

D. All three are CIM categories

3. What is a rationale for data ownership?

A. The need to protect privacy, trade secrets, etc.

B. The need to maximize advertising revenue

C. The need to reduce data backups

D. The need to minimize hardware costs

4. Which IT governance metric best indicates adherence to policies and regulatory requirements?

A. Portfolio value

B. Schedule variance

C. Compliance rate

D. Risk exposure

5. What is a data breach notification protocol and what are typical requirements?

A. A process for notifying stakeholders and regulators after a breach

B. A plan for encryption keys management

C. A method to audit data integrity

D. A process to design new products

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6. Which statement differentiates hardware maintenance, software maintenance, and system lifecycle management?

A. Hardware maintenance covers physical components; software maintenance updates and patches; lifecycle management oversees the full life of assets from acquisition to disposal

B. Hardware maintenance and software maintenance are the same; lifecycle management is optional

C. Hardware maintenance includes software updates; software maintenance covers hardware replacements; lifecycle management focuses only on disposal

D. System lifecycle management only concerns decommissioning

7. Desktop virtualization is software technology that does what?

A. Separates the desktop environment and associated application software from the physical client device that is used to access it.

B. Virtualizes only the network hardware.

C. Increases the speed of the local hard drive.

D. Encrypts the screen output to a remote device.

8. What is a primary benefit of applying automation and AI to IT operations?

A. Increase security vulnerabilities

B. Governance blind spots

C. Improve efficiency and decision-making

D. Data leakage

9. Which of the following are examples of enterprise systems?

A. ERP, supply chain management, customer relationship management

B. Word processing, spreadsheets, presentation software

C. Personal finance apps

D. Video editing suites

10. Which of the following best defines an identifier in data management?

A. A unique value for each business entity.

B. A data type used for numeric values.

C. A password used for logins.

D. A backup file name.

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Answers

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

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Explanations

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1. Which statement best describes a client/server architecture?

A. It is a type of distributed system where processing power is distributed between a central server and multiple clients

B. It combines all resources into a single machine

C. It relies solely on client machines without a server

D. It uses peer-to-peer processing without a central server

Client/server architecture is a distributed model where processing power and resources are split between a central server and multiple client machines. The server hosts services or data (like databases, file shares, or application logic) and serves them to clients on request, while clients run applications that request those services. This setup centralizes control and resources, making management, security, and updates easier, and it scales as more clients are added. The other descriptions don't fit: combining all resources into a single machine describes a standalone system rather than a distributed server–client relationship; relying solely on client machines without a server removes the central provider of services; and peer-to-peer processing with no central server describes a different architecture where each node can act as both client and server without a dedicated central server.

2. Which of the following reflects the CIM categories?

A. Engineering systems

B. Manufacturing administration

C. Factory automation

D. All three are CIM categories

CIM, or Computer Integrated Manufacturing, is about unifying design, planning, and production through an integrated information framework. The idea being tested is that CIM spans multiple facets of manufacturing, not just one area. It includes engineering systems like product design, process planning, CAD/CAM, and product data management; it covers manufacturing administration such as shop-floor control, scheduling, inventory, and cost management; and it encompasses factory automation, including robotics, PLCs, and automated equipment on the shop floor. Because CIM aims to integrate these activities into a single cohesive system, all three areas are considered part of CIM. So the best choice is that all three are CIM categories. If you focused on just one area, you'd be looking at a portion of CIM rather than the full integrated approach it represents.

3. What is a rationale for data ownership?

A. The need to protect privacy, trade secrets, etc.

B. The need to maximize advertising revenue

C. The need to reduce data backups

D. The need to minimize hardware costs

The concept being tested is why having clear data ownership matters for control and accountability. Owning data means there is a defined party responsible for deciding who can access the data, how it's used, stored, shared, and retained. This is essential for protecting privacy and keeping sensitive information like personal data and trade secrets secure. Clear ownership supports governance, compliance with laws and contracts, and reduces the risk of misuse or data breaches by establishing duties, responsibilities, and controls over the data lifecycle. Choices about maximizing advertising revenue or cutting backups or hardware costs aren't about who should own the data or who is responsible for its stewardship; they're about business strategies or operations, not the rationale for ownership itself.

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4. Which IT governance metric best indicates adherence to policies and regulatory requirements?

A. Portfolio value

B. Schedule variance

C. Compliance rate

D. Risk exposure

Compliance rate directly captures whether policies and regulatory requirements are being followed. It measures the portion of controls, processes, or practices that pass audits or policy checks, reflecting actual adherence to rules such as PCI-DSS, GDPR, HIPAA, or SOX. By tracking how often policies are complied with, it provides a clear signal of governance effectiveness and highlights where remediation is needed. In contrast, portfolio value focuses on the financial worth of initiatives, schedule variance looks at timing performance, and risk exposure gauges potential negative outcomes without directly measuring policy adherence.

5. What is a data breach notification protocol and what are typical requirements?

A. A process for notifying stakeholders and regulators after a breach

B. A plan for encryption keys management

C. A method to audit data integrity

D. A process to design new products

A data breach notification protocol is the process an organization follows to inform people and authorities after a breach in a timely and legally compliant way. It guides how to determine that a breach has occurred, what to tell each audience, when to tell them, and how to document and follow up on the incident. Typical requirements include quickly identifying the breach and assessing the risk to those affected; notifying the individuals whose data may have been exposed within a legally required timeframe; providing details about what happened, what data was involved, and how it could affect them; offering concrete steps the affected people can take to protect themselves (like monitoring credit reports or changing passwords); and notifying regulators or supervisory authorities as required. Many jurisdictions also require notifying third parties such as regulatory bodies or, in some cases, credit bureaus or the media, depending on the scope. Organizations should maintain records of the incident and the actions taken to mitigate harm and prevent recurrence. Note that even if data were encrypted, some laws still require notification if there's a real possibility of access to the data; encryption can influence risk assessment and the decision to notify. This topic is separate from encryption key management, data integrity audits, or designing new products.

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6. Which statement differentiates hardware maintenance, software maintenance, and system lifecycle management?

A. Hardware maintenance covers physical components; software maintenance updates and patches; lifecycle management oversees the full life of assets from acquisition to disposal

B. Hardware maintenance and software maintenance are the same; lifecycle management is optional

C. Hardware maintenance includes software updates; software maintenance covers hardware replacements; lifecycle management focuses only on disposal

D. System lifecycle management only concerns decommissioning

The concept being tested is how responsibilities differ across hardware maintenance, software maintenance, and system lifecycle management and why each domain has its own scope. Hardware maintenance focuses on physical components—the machines and devices themselves, such as servers, PCs, networking gear, and storage. It covers diagnosing hardware faults, performing preventive care, replacing failed parts, and keeping hardware functioning reliably. Software maintenance deals with the programs that run on those machines. It involves updating software, applying patches, fixing bugs, and ensuring security and compatibility across versions. System lifecycle management takes a broader view, overseeing the entire life of an asset from planning and acquisition through deployment, operation, upgrades, and eventual disposal. It coordinates governance, budgeting, policy, and lifecycle decisions for all assets and stages. The statement is the best fit because it clearly separates these roles: hardware maintenance for physical components, software maintenance for updates and patches, and lifecycle management for the full asset life from acquisition to disposal. The other options mix up domains or minimize scope (for example, claiming maintenance areas are the same, or treating lifecycle management as optional, or reducing it to only decommissioning), which doesn't reflect how these areas work together in IT management.

7. Desktop virtualization is software technology that does what?

A. Separates the desktop environment and associated application software from the physical client device that is used to access it.

B. Virtualizes only the network hardware.

C. Increases the speed of the local hard drive.

D. Encrypts the screen output to a remote device.

Desktop virtualization decouples the desktop environment and its applications from the physical device used to access it. The desktop and apps run on a server or in the data center, and users interact with them over the network through a remote session. This means the client device acts mainly as a gateway or thin client, while the core computing happens remotely and is managed centrally. The described option matches this idea exactly by describing the separation of the desktop and its software from the accessing device. The other statements refer to different concepts—virtualizing only network hardware, boosting local hard drive speed, or encrypting screen output—none of which capture the primary purpose of delivering a centralized, remote desktop experience.

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8. What is a primary benefit of applying automation and AI to IT operations?

A. Increase security vulnerabilities

B. Governance blind spots

C. Improve efficiency and decision-making

D. Data leakage

Automation and AI in IT operations mainly aim to improve efficiency and enable smarter decision-making. By automating routine, repetitive tasks—like provisioning, patching, and monitoring—the system eliminates manual steps and reduces human error, freeing IT professionals to focus on more strategic work. AI analyzes large amounts of telemetry from across the environment, spotting patterns, predicting potential incidents, and suggesting or automatically applying corrective actions. This combination leads to faster detection and resolution, consistent policy enforcement, and better use of resources, all of which make operations smoother and more predictable. That's why the option about improving efficiency and decision-making is the best fit. The other possibilities describe risks or negative outcomes (more vulnerabilities, governance gaps, data leakage) rather than the core benefit, which is making operations more efficient and informed.

9. Which of the following are examples of enterprise systems?

A. ERP, supply chain management, customer relationship management

B. Word processing, spreadsheets, presentation software

C. Personal finance apps

D. Video editing suites

Enterprise systems are integrated software that coordinate and support broad business processes across the organization, using a shared data model so information is consistent across departments. ERP handles the core internal functions like finance, manufacturing, and human resources. SCM focuses on planning, sourcing, making, delivering, and returning goods throughout the supply chain. CRM tracks and manages interactions with customers, including sales, service, and marketing. Together, these systems provide a unified view of operations and enable real-time decision making across the enterprise. Stand-alone productivity tools such as word processing, spreadsheets, and presentation software are designed for individual or small-team tasks and don't integrate and coordinate core business processes across the whole organization. Personal finance apps target individual finances, not enterprise-wide operations, and video editing suites are specialized for media production. Therefore, ERP, SCM, and CRM exemplify enterprise systems.

10. Which of the following best defines an identifier in data management?

A. A unique value for each business entity.

B. A data type used for numeric values.

C. A password used for logins.

D. A backup file name.

An identifier is a value that uniquely identifies a single entity in a dataset. This distinctness lets you distinguish one record from another and link related data across tables, which is essential for reliable data retrieval, updates, and relationships. In databases, identifiers often serve as primary keys or unique keys, and they're usually stable so references don't break over time. Examples include customer IDs, product codes, or employee numbers. It's not a numeric data type—that describes how data is stored, not its role in distinguishing records. It isn't a password used for logins, which are credentials for authentication. It isn't a backup file name, which is just a label. Therefore, a unique value for each business entity best defines an identifier.

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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:

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

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