WESTERN GOVERNORS UNIVERSITY (WGU) ITEC2109 D324 PRACTICE EXAM (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. **What should a project manager conclude after a status meeting indicates deliverables from another project are delayed?**

   A. Notify all stakeholders immediately

   B. Assess the impact on the overall project

   C. Reaffirm project timelines

   D. Identify blame for the delay

2. **According to project management principles, what should a Scrum master provide to senior management based on the velocity chart?**

   A. An update on team morale

   B. A comprehensive financial report

   C. A project status update

   D. A detailed risk assessment

3. **A project team has identified a bug during user acceptance testing. What is the BEST method for communicating that bug to the development team?**

   A. Notify the project manager

   B. Send an email summary

   C. Discuss in the daily stand-up

   D. Report through an issue tracking system

4. **What is an essential action when handling a change within a project that affects the project scope?**

   A. Update the project management document

   B. Communicate the change to all stakeholders

   C. Hold a team meeting to discuss

   D. Review market conditions

5. **What should a project manager do if they find that a new project charter is similar to a previously completed project?**

   A. Reassess team roles

   B. Consider lessons learned

   C. Review objectives

   D. Start from scratch

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6. What does the term "scrum" refer to in project management?

A. A fixed project schedule

B. A methodology for managing tasks

C. A type of stakeholder meeting

D. A project documentation standard

7. What practice should a project manager implement to improve clarity in stakeholder communications?

A. Regularly scheduled updates

B. Longer email summaries

C. Direct phone calls

D. Minimized documentation

8. What can be formally concluded from a scatter diagram showing a negative correlation?

A. Increasing one variable leads to an increase in the other

B. There is no correlation between the variables

C. As one variable increases, the other variable decreases

D. Both variables are independent of each other

9. When structured cabling activities have been outsourced, which two actions should a project manager consider?

A. Review contracts and assess team performance

B. Approve the deliverables and monitor performance

C. Schedule project reflections and hold performance reviews

D. Communicate with clients and finalize budgets

10. What should the project manager define when starting a project?

A. Stakeholder requirements

B. Project objectives, scope, and success criteria

C. Tasks and timelines

D. Budget and resources

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Answers

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

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Explanations

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1. What should a project manager conclude after a status meeting indicates deliverables from another project are delayed?

A. Notify all stakeholders immediately

B. Assess the impact on the overall project

C. Reaffirm project timelines

D. Identify blame for the delay

A project manager should conclude that assessing the impact on the overall project is crucial in the scenario where deliverables from another project are delayed. This is important because understanding the implications of these delays allows the project manager to gauge how they will affect the project's timeline, resources, and objectives. By evaluating this impact, the project manager can determine whether adjustments need to be made, such as realigning schedules, reallocating resources, or communicating any necessary changes to stakeholders. Additionally, this assessment fosters a proactive approach. It helps the project manager not only to understand and mitigate risks but also to prepare for potential issues that may arise from other interdependent projects. This approach ensures that the project remains on track and can adapt to challenges as they arise, rather than simply reacting after the fact.

2. According to project management principles, what should a Scrum master provide to senior management based on the velocity chart?

A. An update on team morale

B. A comprehensive financial report

C. A project status update

D. A detailed risk assessment

The Scrum master plays a key role in facilitating the Scrum process and ensuring the team adheres to agile principles. One of the main outcomes of this role is to provide regular updates to stakeholders, including senior management, about the progress of the project. A velocity chart is a tool used in Scrum to illustrate how much work has been completed during each iteration or sprint, which helps in assessing the team's productivity and forecasting future delivery capacities. By providing a project status update based on the velocity chart, the Scrum master effectively communicates not only the current state of the project but also insights into the team's performance trends. This update can indicate whether the team is on track to meet deadlines, if there are potential delays, and how the team's capacity might change in future sprints. It is an essential communication tool that keeps all parties informed and aids in making data-driven decisions regarding project priorities, resource allocation, and any adjustments that might be needed. The other options, while relevant in different contexts, do not directly relate to the Scrum master's primary responsibilities regarding project updates. Team morale and detailed risk assessments can be important, but they typically fall under other aspects of project management, rather than being derived from the velocity chart directly. A comprehensive financial report, while also an important project management

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3. A project team has identified a bug during user acceptance testing. What is the BEST method for communicating that bug to the development team?

A. Notify the project manager

B. Send an email summary

C. Discuss in the daily stand-up

D. Report through an issue tracking system

The best method for communicating a bug identified during user acceptance testing is to report it through an issue tracking system. This approach ensures that the bug is documented in a centralized manner, providing a clear and accessible way for the development team to track the issue. Using an issue tracking system allows team members to include detailed information about the bug, such as steps to reproduce it, severity, and any screenshots or logs that might provide additional context. It helps prioritize fixing the bug relative to other tasks, assigns it to the relevant developers, and monitors progress over time. This method also facilitates better tracking of bug resolution history and fosters accountability among team members. While notifying the project manager or discussing the bug in a daily stand-up may seem helpful, these methods can lack the formal documentation needed for long-term tracking and resolution. Sending an email summary may also lead to information being overlooked or not tracked systematically, which could result in misunderstandings or delays in addressing the issue. Thus, using an issue tracking system is the most effective and organized way to communicate and manage bugs within a development team.

4. What is an essential action when handling a change within a project that affects the project scope?

A. Update the project management document

B. Communicate the change to all stakeholders

C. Hold a team meeting to discuss

D. Review market conditions

Communicating the change to all stakeholders is essential when handling a change that affects the project scope because stakeholders have varying degrees of influence and investment in the project's outcome. Communication ensures that everyone involved is aware of how the change impacts their areas of responsibility, timelines, and overall project objectives. This transparency fosters collaboration and alignment among all parties, which is crucial when changes can lead to potential setbacks or require adjustments in strategy. By keeping stakeholders informed, they can provide feedback, voice concerns, or prepare for any necessary adaptations, thus ensuring the project can move forward smoothly despite the modifications to its scope. The other options are important elements in project management but would typically follow after communication has taken place. Updating project management documents ensures records are accurate, holding team meetings facilitates discussion, and reviewing market conditions can be critical for strategic alignment, but without first communicating the scope change, these steps might not be effectively informed or coordinated.

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5. What should a project manager do if they find that a new project charter is similar to a previously completed project?

A. Reassess team roles

B. Consider lessons learned

C. Review objectives

D. Start from scratch

When a project manager encounters a new project charter that bears similarities to a previously completed project, considering lessons learned is a crucial step. This approach allows the project manager to reflect on the insights and knowledge gained from past experiences, which can significantly enhance the planning and execution of the new project. By reviewing the successes and challenges faced in the earlier project, the project manager can identify best practices that should be replicated and pitfalls to avoid. This not only increases the chances of the new project's success but also promotes continuous improvement within the project management process. Utilizing lessons learned fosters a culture of learning within the organization as it encourages teams to document outcomes for future reference. While reassessing team roles, reviewing objectives, or starting from scratch are all valid strategies in certain contexts, they do not capitalize on the existing knowledge base. Leveraging lessons learned is a proactive measure that helps streamline processes, save time, and improve overall project performance. It ensures that the project team is not working in isolation and can benefit from the strategic insight gained from previous initiatives.

6. What does the term "scrum" refer to in project management?

A. A fixed project schedule

B. A methodology for managing tasks

C. A type of stakeholder meeting

D. A project documentation standard

The term "scrum" refers to a methodology for managing tasks, particularly in the context of software development and project management frameworks. Scrum is a specific agile approach that emphasizes teamwork, accountability, and iterative progress towards a well-defined goal. It involves roles such as the Scrum Master, Product Owner, and Development Team, with structured time frames known as sprints. Each sprint typically lasts two to four weeks and focuses on delivering a potentially shippable product increment. Scrum encourages regular feedback and adaptation, allowing teams to respond to changing requirements and market conditions effectively. By breaking down projects into smaller, manageable components, teams can ensure continuous delivery and improve transparency through ceremonies like daily stand-ups, sprint planning, and retrospectives. This methodology provides a flexible yet organized structure for managing complex projects. In contrast, the other choices refer to different concepts within project management. A fixed project schedule outlines a timeline without the adaptive measures of Scrum, while a type of stakeholder meeting focuses on communication rather than task management. A project documentation standard would pertain to the formats and guidelines for documenting project details, rather than the agile approach that Scrum embodies.

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7. What practice should a project manager implement to improve clarity in stakeholder communications?

A. Regularly scheduled updates

B. Longer email summaries

C. Direct phone calls

D. Minimized documentation

Regularly scheduled updates are vital for maintaining clarity in stakeholder communications. This practice ensures that all stakeholders receive consistent information at predetermined intervals, fostering transparency and keeping everyone informed about the project's progress, challenges, and milestones. By establishing a routine, stakeholders can anticipate updates, prepare for discussions, and engage effectively in the project. Frequent updates help in building trust and collaboration among team members and stakeholders because they create an avenue for stakeholders to ask questions, express concerns, and provide feedback. This practice minimizes misunderstandings and ensures that everyone is on the same page regarding project objectives and timelines. While direct phone calls may enhance communication on a case-by-case basis, they are not as reliable for providing uniform information to all stakeholders. Longer email summaries may overwhelm stakeholders with information, making it harder for them to extract key points. Minimizing documentation can lead to a lack of accountability and transparency, causing confusion among stakeholders about the project's status. Thus, regularly scheduled updates stand out as the most effective practice for clarity in communications.

8. What can be formally concluded from a scatter diagram showing a negative correlation?

A. Increasing one variable leads to an increase in the other

B. There is no correlation between the variables

C. As one variable increases, the other variable decreases

D. Both variables are independent of each other

A scatter diagram that displays a negative correlation indicates that there is an inverse relationship between the two variables. Specifically, this means that as one variable increases, the other variable tends to decrease. This pattern can often be observed in various contexts; for example, in a study on hours studied versus the number of errors made on a test, you might find that as study hours increase, the number of errors decreases. This negative correlation is characterized by a downward trend in the scatter plot, where points cluster in a manner that suggests a decrease in one variable corresponding with an increase in the other. Therefore, the conclusion drawn from observing this type of diagram is that the variables are related in such a way that one affects the other negatively.

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9. When structured cabling activities have been outsourced, which two actions should a project manager consider?

A. Review contracts and assess team performance

B. Approve the deliverables and monitor performance

C. Schedule project reflections and hold performance reviews

D. Communicate with clients and finalize budgets

Choosing to approve the deliverables and monitor performance is essential when structured cabling activities have been outsourced. After outsourcing, the project manager's role shifts to ensuring that the work being completed meets the established standards and specifications. Approving deliverables involves verifying that the completed tasks align with what is outlined in the contract and that they fulfill stakeholder expectations. Monitoring performance is equally crucial, as it provides ongoing oversight of the work being carried out by the third-party contractor. This ensures that any potential issues can be identified and addressed promptly. By closely monitoring performance, the project manager can maintain project timelines, quality, and budget adherence, ultimately leading to a successful completion of the outsourced activities. This dual focus on deliverables and performance helps build a structured approach to managing external partnerships effectively.

10. What should the project manager define when starting a project?

A. Stakeholder requirements

B. Project objectives, scope, and success criteria

C. Tasks and timelines

D. Budget and resources

When starting a project, it is essential for the project manager to define project objectives, scope, and success criteria. This foundational step serves to establish a clear direction for the project and aligns the team and stakeholders on what the project aims to achieve. Defining project objectives provides specific goals that guide decisions and actions throughout the project lifecycle. The scope outlines the work that needs to be accomplished, helping to manage expectations and avoid scope creep. Success criteria are the benchmarks against which the project's outcomes will be measured, ensuring that all stakeholders understand what a successful project looks like. By clearly articulating these elements at the outset, the project manager sets the stage for effective planning, execution, and evaluation. This clarity is crucial for motivating the project team, allocating resources appropriately, and engaging with stakeholders to gather input and commitment to the project goals.

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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:

https://wgu-itec2109-d324.examzify.com

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

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