

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



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	9
Explanations	11
Next Steps	16

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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.

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!

Questions

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1. Which statement best describes ERP systems?

- A. They are process-oriented, integrated business applications that carry out common functions and are usually purchased from a software vendor.
- B. They are standalone accounting tools with no integration.
- C. They serve only as data archives.
- D. They primarily manage email communications.

2. Which statement about CAM is true?

- A. It designs products
- B. It plans marketing campaigns
- C. It uses computers to control manufacturing processes
- D. It manages customer relationships

3. Which processes ensure effective vendor relationships?

- A. Marketing vendor partnerships only
- B. Ignoring vendor performance
- C. Vendor selection, contract negotiation, performance monitoring, risk assessment, and governance
- D. Employee onboarding, training, termination

4. Which system helps executives access concise information to support decision making?

- A. Executive Information System
- B. Group Support System
- C. Geographic Information System
- D. Data Warehouse

5. What does data ownership mean in an organizational context?

- A. The act of having legal rights and complete control over a single piece or set of data elements.
- B. The process of backing up data.
- C. The responsibility to manage network infrastructure.
- D. Ownership lies with the software vendor.

- 6. IT asset management (ITAM) helps ensure cost control and compliance by doing what?**
- A. Increases license noncompliance
 - B. Reduces asset utilization
 - C. Tracks asset lifecycles and licensing
 - D. Randomizes asset allocation
- 7. Which description matches neural networking?**
- A. Systems designed to tease out meaningful patterns from vast amounts of data that humans would find difficult to analyze without computer support
 - B. An email delivery system
 - C. A web hosting service
 - D. A hardware diagnostic tool
- 8. Which option correctly pairs security control types with an example for each (physical, technical, administrative)?**
- A. Physical controls: Locked data centers; Technical controls: Encryption; Administrative controls: Policies and training.
 - B. Physical controls: Firewall; Technical controls: Password policy; Administrative controls: Locked doors.
 - C. Physical controls: Encryption; Technical controls: Training; Administrative controls: Physical locks.
 - D. Physical controls: Antivirus; Technical controls: Staff rotation; Administrative controls: Spare hardware.
- 9. Which of the following is a typical requirement under data privacy laws such as GDPR/HIPAA?**
- A. Breach notification is required.
 - B. Data localization is mandatory in all cases.
 - C. Consent mechanisms are not required.
 - D. Data minimization is prohibited.

10. What are the core principles of the CIA triad, and how do they apply to IT management?

- A. Confidentiality, Integrity, Availability; guide data protection strategies, ensure data accuracy, and keep systems accessible to authorized users.
- B. Confidentiality, Availability, Integrity; these principles apply to data access and uptime.
- C. Privacy, Integrity, Availability; these principles refer to privacy rights.
- D. Confidentiality, Integrity, Accessibility; ensure always accessible to anyone.

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Answers

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

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Explanations

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1. Which statement best describes ERP systems?

- A. They are process-oriented, integrated business applications that carry out common functions and are usually purchased from a software vendor.
- B. They are standalone accounting tools with no integration.
- C. They serve only as data archives.
- D. They primarily manage email communications.

ERP systems are process-oriented, integrated business applications that carry out common functions and are usually purchased from a software vendor. They coordinate the major business processes across an organization—finance, human resources, manufacturing, procurement, supply chain, and more—using a shared database so information flows in real time and supports consistent workflows and reporting. This integrated approach is what sets ERP apart from tools that only handle a single function or merely store data. Standalone accounting tools operate in isolation and miss the broader integration; data archives imply passive storage rather than active processing; and managing email is not the primary purpose of ERP, which centers on coordinating core business activities across the enterprise.

2. Which statement about CAM is true?

- A. It designs products
- B. It plans marketing campaigns
- C. It uses computers to control manufacturing processes
- D. It manages customer relationships

CAM, or Computer-Aided Manufacturing, uses computers to plan, manage, and control manufacturing operations. It translates design data into machine instructions, generates toolpaths for CNC machines, and coordinates robotics on the shop floor. This enables automated, precise, and repeatable production and allows simulation and optimization before actual manufacturing. So the statement that CAM uses computers to control manufacturing processes is true. It isn't about designing products (that's CAD), planning marketing campaigns, or managing customer relationships (CRM).

3. Which processes ensure effective vendor relationships?

- A. Marketing vendor partnerships only
- B. Ignoring vendor performance
- C. Vendor selection, contract negotiation, performance monitoring, risk assessment, and governance
- D. Employee onboarding, training, termination

The key idea is that keeping vendor relationships effective comes from a structured set of activities that cover selecting the right partner, formalizing the deal, tracking performance, assessing and mitigating risks, and providing ongoing governance over the relationship. Choosing the right vendor ensures you start with a capable, aligned partner. Contract negotiation sets clear terms, responsibilities, pricing, and service levels so both sides know what to deliver and at what cost. Ongoing performance monitoring keeps you informed about whether the vendor meets agreed service levels and quality, enabling timely actions if gaps appear. Risk assessment identifies potential threats—such as security, compliance, or financial stability—and informs mitigation plans. Governance establishes the oversight, decision rights, escalation paths, and change-management controls that keep the relationship aligned with business objectives and provide structure for issue resolution. Other options miss essential elements: focusing only on marketing partnerships is too narrow to manage ongoing delivery; ignoring vendor performance defeats the purpose of any relationship; and HR-related processes like onboarding or termination pertain to internal staff rather than managing external suppliers.

4. Which system helps executives access concise information to support decision making?

- A. Executive Information System**
- B. Group Support System
- C. Geographic Information System
- D. Data Warehouse

Executive Information Systems provide executives with concise, timely information to support decision making, typically through dashboards that show key performance indicators, summaries of performance against targets, and clear exception notices. This design focuses on fast, at-a-glance understanding of how the business is doing, with the ability to drill down if more detail is needed. By pulling data from internal sources and often external ones, it presents a curated view that helps leaders quickly grasp trends, identify issues, and make strategic choices without wading through raw data. A data warehouse is a large data store used for analysis and reporting, but it isn't itself the executive-facing, concise decision-support tool. Group Support Systems are for collaborative decision making, and Geographic Information Systems specialize in location-based analysis, not the executive-wide summary view.

5. What does data ownership mean in an organizational context?

- A. The act of having legal rights and complete control over a single piece or set of data elements.**
- B. The process of backing up data.
- C. The responsibility to manage network infrastructure.
- D. Ownership lies with the software vendor.

Data ownership means having legal rights and accountability for data assets within an organization. It involves determining who has the authority to decide how data is collected, stored, used, shared, and ultimately disposed of. The data owner is responsible for governance aspects such as data quality, privacy, security, compliance with relevant laws, and setting access rules and retention policies. In practice, ownership sits with the business unit or role that relies on the data, and it often works in concert with data stewards (who manage metadata and quality) and data custodians (IT teams that handle storage and technical safeguards). This isn't about backing up data, managing the network, or outsourcing ownership to a software vendor—the owner bears the ultimate responsibility for how the data is governed and used.

6. IT asset management (ITAM) helps ensure cost control and compliance by doing what?

- A. Increases license noncompliance
- B. Reduces asset utilization
- C. Tracks asset lifecycles and licensing**
- D. Randomizes asset allocation

IT asset management focuses on maintaining visibility into every asset from procurement to retirement and, for software, tracking every license and entitlement. By tracking asset lifecycles, organizations can budget accurately, plan refreshes, avoid unnecessary purchases, and optimize depreciation and maintenance costs. By tracking licensing information—what is owned, what is deployed, and when renewals occur—ITAM helps ensure that usage stays within licensed rights, avoiding penalties, audits, or fines and preventing both over-licensing and under-licensing. This combination directly supports cost control and compliance. The other options run counter to these goals: increasing license noncompliance creates risk and costs; reducing asset utilization wastes resources; and randomizing asset allocation would destroy governance and control.

7. Which description matches neural networking?

- A. Systems designed to tease out meaningful patterns from vast amounts of data that humans would find difficult to analyze without computer support
- B. An email delivery system
- C. A web hosting service
- D. A hardware diagnostic tool

Neural networks are systems that learn from data by adjusting internal parameters to detect patterns. They excel when you have large datasets and need to uncover relationships or make predictions that humans wouldn't spot by inspection. The description that matches neural networking best is the one that emphasizes extracting meaningful patterns from vast amounts of data with computer support, because it captures both the learning process and the pattern-finding capability that define neural networks. The other options point to an email delivery system, a web hosting service, or a hardware diagnostic tool—things that provide services or infrastructure but do not inherently learn from data to discover patterns.

8. Which option correctly pairs security control types with an example for each (physical, technical, administrative)?

- A. Physical controls: Locked data centers; Technical controls: Encryption; Administrative controls: Policies and training.
- B. Physical controls: Firewall; Technical controls: Password policy; Administrative controls: Locked doors.
- C. Physical controls: Encryption; Technical controls: Training; Administrative controls: Physical locks.
- D. Physical controls: Antivirus; Technical controls: Staff rotation; Administrative controls: Spare hardware.

Security controls fall into three categories: physical, technical, and administrative. Physical controls are tangible barriers or measures that limit access to the environment (like locks and secured doors). Technical controls use technology to protect data and systems (such as encryption and access controls). Administrative controls are policies, procedures, and training that govern behavior and governance. The pairing that fits best is: - Physical: Locked data centers — a clear physical barrier restricting access. - Technical: Encryption — a technology-based method to protect data. - Administrative: Policies and training — governance and education guiding how people behave and operate. Other options mix these categories (for example, a firewall is a technical control, not physical; a password policy is administrative, not technical). This misalignment is why the chosen pairing is the most appropriate.

9. Which of the following is a typical requirement under data privacy laws such as GDPR/HIPAA?

- A. Breach notification is required.**
- B. Data localization is mandatory in all cases.
- C. Consent mechanisms are not required.
- D. Data minimization is prohibited.

Breach notification is a consistent requirement in major data privacy regimes because transparency and timely remediation when something goes wrong are essential to protecting individuals. Under GDPR, a data breach that could affect people must be reported to the supervisory authority within 72 hours of becoming aware, and affected individuals must be notified if there's a risk to them. HIPAA requires notification to affected individuals, and to the appropriate authorities, with public notification in certain larger breaches. This emphasis on informing both authorities and those affected is a common thread across these laws. Data localization is not universally mandatory; GDPR and HIPAA do not require storing all data in a specific country in every case. Consent mechanisms are not universally required either; GDPR uses consent as one possible lawful basis for processing, but processing can be lawful without consent, and HIPAA has uses and disclosures that don't rely on patient consent. Data minimization is not prohibited; in fact, it's encouraged—GDPR mandates collecting only what's necessary, and HIPAA's minimum necessary standard limits how much information can be used or disclosed.

10. What are the core principles of the CIA triad, and how do they apply to IT management?

- A. Confidentiality, Integrity, Availability; guide data protection strategies, ensure data accuracy, and keep systems accessible to authorized users.**
- B. Confidentiality, Availability, Integrity; these principles apply to data access and uptime.
- C. Privacy, Integrity, Availability; these principles refer to privacy rights.
- D. Confidentiality, Integrity, Accessibility; ensure always accessible to anyone.

The CIA triad—Confidentiality, Integrity, and Availability—is the guiding framework for IT management. Confidentiality means information is accessible only to those with permission, so controls like access management and encryption are used to prevent leakage. Integrity ensures data remains accurate and unaltered unless properly authorized, which is supported by checksums, digital signatures, audit trails, and change controls. Availability means information and systems are ready to use when needed, so redundancy, backups, disaster recovery, and reliable monitoring keep services up and responsive. The best choice reflects these three principles and ties them to practical outcomes: protecting data, keeping it accurate, and ensuring authorized users can access systems when needed. It also avoids common mix-ups found in other options—privacy is not the same as confidentiality, and accessibility implies open access rather than restricted, authorized access.

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://speav369managingit2.examzify.com>

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

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