

WESTERN GOVERNORS UNIVERSITY (WGU) HRM3540 D356 HR TECHNOLOGY 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.

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. Self-service features in HRIS primarily empower which stakeholder to update personal data and perform basic tasks?**
 - A. Employees
 - B. HR staff
 - C. Executives
 - D. External auditors
- 2. How is the success of any metrics and analytics project measured?**
 - A. The impact of the results on decisions
 - B. Time to implement
 - C. Number of dashboards
 - D. Cost savings
- 3. In the systems development life cycle, evaluating whether a new HRIS met department needs would occur in which phase?**
 - A. Planning
 - B. Analysis
 - C. Maintenance
 - D. Implementation
- 4. Which activity is part of the needs analysis for a new HRIS?**
 - A. Organizing focus group meetings with diverse groups of internal stakeholders
 - B. Developing a data flow diagram
 - C. Purchasing a COTS HRIS
 - D. Conducting a training session for HR staff
- 5. What HR metric measures the period from job requisition approval to the new hire start date?**
 - A. Time to fill
 - B. Time to hire
 - C. Time to onboard
 - D. Time to recruit

- 6. Which term describes the practice of comparing HR metrics across organizations to identify best practices?**
- A. Benchmarking
 - B. Realignment
 - C. Analytics segmentation
 - D. Data saturation
- 7. What is the correct reporting time frame referenced for OSHA after a fatal accident?**
- A. Within 8 hours
 - B. Within 24 hours
 - C. Within 48 hours
 - D. Within 72 hours
- 8. What does a gap analysis indicate when considering HRIS implementation?**
- A. Current state compared to future state
 - B. Budget vs actual costs
 - C. Training needs vs available skills
 - D. Regulatory compliance gaps
- 9. What do Kotter's, Nadler's, and Lewin's change models have in common?**
- A. Predictable and manageable plans
 - B. Focus on short-term wins
 - C. Emphasize statistical process control
 - D. Rigid change resistance
- 10. What does benchmarking enable HR managers to do?**
- A. Compare their company to their industry
 - B. Set internal salary bands
 - C. Design training only
 - D. Manage vendor contracts

Answers

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

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Explanations

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1. Self-service features in HRIS primarily empower which stakeholder to update personal data and perform basic tasks?

A. Employees

B. HR staff

C. Executives

D. External auditors

Self-service features in an HRIS are designed to put routine HR tasks in the hands of the people most affected—employees. Through an Employee Self-Service portal, individuals can update their own contact information, tax withholding, benefit selections, and access pay stubs or leave balances, as well as submit requests like time off, without needing to go through HR. This setup improves data accuracy since updates come directly from the person who knows their details, and it boosts efficiency by reducing routine workload on HR staff. HR professionals still manage system setup and approvals, but the actual updating of personal data and performing basic tasks is driven by employees. Executives typically rely on dashboards and reports, and external auditors don't perform routine personal-data updates in the system.

2. How is the success of any metrics and analytics project measured?

A. The impact of the results on decisions

B. Time to implement

C. Number of dashboards

D. Cost savings

The main idea is that the value of metrics and analytics comes from how much the findings influence real decisions. A project is truly successful when its insights cause leaders to change actions, steer strategy, or adjust operations in ways that improve business outcomes. That means adoption and regular use of the analytics by decision-makers, along with measurable changes in metrics like revenue, costs, cycle time, or quality that can be traced to those insights. While time to implement, the number of dashboards, or even cost savings can indicate efficiency or output, they don't by themselves prove success if the analytics aren't actually driving decisions. A fast delivery with many dashboards is not inherently valuable if those outputs aren't used to guide actions. Similarly, cost savings matter only when they result from decisions informed by the analytics. So the best measure is the tangible impact on decisions and the resulting business outcomes.

3. In the systems development life cycle, evaluating whether a new HRIS met department needs would occur in which phase?

A. Planning

B. Analysis

C. Maintenance

D. Implementation

Evaluating whether the new HRIS met department needs happens during maintenance, because this phase covers ongoing use and assessment after the system is in place. Once the HRIS is in production, you monitor how well it performs, gather user feedback, and compare actual results to the requirements that were defined earlier. This is where you identify gaps, measure impact (like time savings, accuracy, and user satisfaction), and implement any necessary adjustments or enhancements. Planning and analysis are focused on identifying what is needed before building the system, and implementation is about deploying the solution. The actual judgment of whether it fulfills the department's needs sits in maintenance, where continuous evaluation and tuning occur.

4. Which activity is part of the needs analysis for a new HRIS?

- A. Organizing focus group meetings with diverse groups of internal stakeholders
- B. Developing a data flow diagram
- C. Purchasing a COTS HRIS
- D. Conducting a training session for HR staff

Organizing focus groups with diverse internal stakeholders is a crucial activity in the needs analysis for an HRIS. The goal of needs analysis is to uncover what the system must do, what data it should manage, and how different users will interact with it. Engaging a variety of voices—HR staff, payroll, IT, managers, and employees—helps surface a wide range of requirements, workflows, reporting needs, and security concerns that might be missed if you only spoke with a single group. This early, broad input sets the foundation for designing an HRIS that truly supports all users and aligns with organizational goals. The other options fit later stages. A data flow diagram is a modeling tool used to map how information moves through processes, typically part of design and process modeling after requirements are identified. Purchasing a COTS HRIS is a procurement step that happens once needs are understood and options are evaluated. Conducting a training session for HR staff occurs during implementation and change management, not during the needs-analysis phase.

5. What HR metric measures the period from job requisition approval to the new hire start date?

- A. Time to fill
- B. Time to hire
- C. Time to onboard
- D. Time to recruit

This metric tracks how long it takes to fill a vacancy—from the moment the job requisition is approved to the new hire's first day. It encompasses the entire recruitment and selection process up to when the employee actually starts, which is exactly what the period from approval to start date aims to measure. Time to hire typically ends when an offer is accepted, not when the person begins work, so it doesn't align with the start date. Time to onboard measures the activities that occur after the hire has started, not the time to fill the position. Time to recruit isn't a standard, consistently defined metric, so it wouldn't reliably describe the period from approval to start.

6. Which term describes the practice of comparing HR metrics across organizations to identify best practices?

- A. Benchmarking
- B. Realignment
- C. Analytics segmentation
- D. Data saturation

Benchmarking is the practice of comparing HR metrics across organizations to identify best practices. By examining how peers and industry leaders measure and manage key HR areas—such as time-to-hire, turnover, engagement, and training ROI—you can spot performance gaps and learn practices that drive superior results. The aim is not just to compare numbers but to understand what those organizations do differently that leads to better outcomes and then adapt those approaches to your own context. Realignment refers to reorganizing structure or resources; analytics segmentation is about dividing data into groups for analysis within your data; data saturation is a qualitative research concept about no new information emerging.

7. What is the correct reporting time frame referenced for OSHA after a fatal accident?

- A. Within 8 hours**
- B. Within 24 hours
- C. Within 48 hours
- D. Within 72 hours

OSHA requires reporting work-related fatalities within eight hours of learning about the incident. This quick reporting lets OSHA begin an immediate investigation and helps ensure timely corrective actions to protect other workers. For reference, other types of events (like certain nonfatal hospitalizations or losses of a body part) have different reporting timeframes, but a fatal accident specifically triggers the eight-hour window.

8. What does a gap analysis indicate when considering HRIS implementation?

- A. Current state compared to future state**
- B. Budget vs actual costs
- C. Training needs vs available skills
- D. Regulatory compliance gaps

A gap analysis in HRIS implementation compares the current state with the desired future state to identify what needs to change. By evaluating current HR processes, data quality, system capabilities, and reporting against the planned HRIS solution, it reveals missing functionalities, data migration needs, and process redesign opportunities. This helps guide system selection, configuration, data cleansing, integrations, and change management so the new system delivers the intended capabilities. Budgeting, training availability, and regulatory compliance are important considerations in a project, but they aren't the primary focus of the gap analysis itself—the main purpose is to map the delta between where you are now and where you want to be with the HRIS.

9. What do Kotter's, Nadler's, and Lewin's change models have in common?

- A. Predictable and manageable plans**
- B. Focus on short-term wins
- C. Emphasize statistical process control
- D. Rigid change resistance

A structured, planned process for implementing organizational change is what these models share. Each framework treats change as a deliberate sequence rather than a one-off event, providing a roadmap with steps, timing, and roles to guide the transition. Lewin's model lays out clear stages—unfreeze, move, refreeze—to prepare, implement, and solidify new practices. Kotter's approach offers a detailed eight-step path, beginning with urgency and a guiding coalition and ending with anchoring new behaviors in culture. Nadler's view treats change as a system transformation with inputs, processes, and outputs designed through planning and feedback to achieve a predictable outcome. This emphasis on a predictable, manageable plan distinguishes these models from ad hoc attempts to change. The other options don't fit because they describe specific tactics or aspects not shared by all three: short-term wins are a tactic within Kotter's framework but not the common thread across all three; statistical process control is about quality processes, not change management; and rigid resistance misrepresents these models, which advocate managing resistance through structured steps, communication, and involvement.

10. What does benchmarking enable HR managers to do?

A. Compare their company to their industry

B. Set internal salary bands

C. Design training only

D. Manage vendor contracts

Benchmarking is about comparing your organization's HR practices and outcomes with those of other organizations, typically within your industry or with leading peers. This external view helps HR managers see where they stand, spot performance gaps, and gather ideas for improvement. By looking at metrics such as turnover, time-to-fill, training effectiveness, engagement, and compensation benchmarks, you can set realistic targets and adopt proven approaches from others who perform well. The value lies in that external comparison to inform strategy; setting internal salary bands or designing training and managing vendor contracts are separate activities, even though benchmarking might influence compensation or program choices.

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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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