

# Western Governors University (WGU) ITEC2109 D324 Practice Exam (Sample)

## Study Guide



**Everything you need from our exam experts!**

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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

- 1. Internal project team members and a subject matter expert had a heated discussion about the client's needs. Who should be notified LAST to avoid further complications?**
  - A. Client representatives**
  - B. Project stakeholders**
  - C. Scrum master**
  - D. Development team**
- 2. What project methodology is best for a team facing high uncertainty and frequent requirement changes?**
  - A. Waterfall**
  - B. Agile**
  - C. Scrum**
  - D. Lean**
- 3. What would be the first step for a project manager handling a disagreement among team members regarding task execution?**
  - A. Evaluate team performance**
  - B. Encourage open communication**
  - C. Implement a conflict resolution strategy**
  - D. Document the disagreement**
- 4. What is the purpose of a smoke test performed after a product is released for production?**
  - A. To ensure extensive functionality testing**
  - B. To validate compliance with standards**
  - C. To ensure basic functionality works as expected**
  - D. To conduct load performance testing**
- 5. What caused an organization to be fined in an audit regarding a third-party vendor accessing secured project information?**
  - A. Lack of training**
  - B. Poor documentation practices**
  - C. Improper access controls**
  - D. Inadequate software testing**

- 6. Which architecture type is best to support a large-scale enterprise application?**
- A. Single-tier architecture**
  - B. Multitier architecture**
  - C. Peer-to-peer architecture**
  - D. Microservices architecture**
- 7. If a project manager realizes there will be delays due to resource constraints, what should they do next?**
- A. Notify only upper management**
  - B. Establish baselines**
  - C. Reduce project scope**
  - D. Postpone the project indefinitely**
- 8. In a matrix organizational structure, what should a project manager do if team members are not available for project activities?**
- A. Reduce team size**
  - B. Reprioritize project goals**
  - C. Negotiate with functional managers**
  - D. Increase project deadlines**
- 9. After a project release, what can a project manager use to identify areas for improvement?**
- A. A budget report**
  - B. A survey sent to stakeholders**
  - C. Management reviews only**
  - D. Social media feedback**
- 10. Which issue should be addressed first when refurbishing old desktops according to project management principles?**
- A. Project charter**
  - B. Time and materials contract**
  - C. Final report from release management**
  - D. Assessment of project scope**



## **Answers**

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

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## **Explanations**

**1. Internal project team members and a subject matter expert had a heated discussion about the client's needs. Who should be notified LAST to avoid further complications?**

- A. Client representatives**
- B. Project stakeholders**
- C. Scrum master**
- D. Development team**

Notifying the Scrum master last in this scenario is a strategic choice because their primary responsibility is to facilitate the Scrum process and support the team in maintaining focus on their goals. If the discussion among internal project team members and the subject matter expert is heated and unresolved, it's more important for the client representatives to be informed promptly to manage expectations and align on the client's needs. Project stakeholders, who have a vested interest in the project's outcome, should also be kept in the loop to ensure that their interests are represented and addressed. The development team, being directly involved with the implementation, may also need clarity on the client's requirements to continue their work effectively. By initially focusing on these parties, the Scrum master can be informed later once there's a clearer picture of the issues at hand, thus minimizing unnecessary disruptions or complications that may arise from escalating the situation prematurely to their level.

**2. What project methodology is best for a team facing high uncertainty and frequent requirement changes?**

- A. Waterfall**
- B. Agile**
- C. Scrum**
- D. Lean**

Agile is the most suitable project methodology for a team facing high uncertainty and frequent requirement changes due to its inherent flexibility and iterative approach. Agile methodologies emphasize adaptive planning, which allows teams to quickly respond to changes in requirements or project direction as they evolve. This is particularly advantageous in environments where the final product specifications are not completely known from the start, enabling teams to incorporate feedback and refine their work in shorter cycles. The Agile approach involves breaking the project into smaller, manageable increments called sprints or iterations, typically lasting a few weeks. This allows for continuous integration of testing and feedback, ensuring that any changes in requirements can be addressed promptly without derailing the entire project. Teams practicing Agile regularly review and adjust their work based on stakeholder input and evolving project needs, making it a powerful fit for dynamic situations. Other methodologies, such as Waterfall, depend on a sequential design process that is less adaptable to changes, making it less effective in scenarios of high uncertainty. While Scrum is a specific framework within Agile that focuses on team roles, events, and artifacts, it still falls under the broader Agile umbrella and shares its benefits. Lean methodology, while focused on minimizing waste and maximizing value, does not prioritize the same level of iterative adaptability as Agile and may not be

**3. What would be the first step for a project manager handling a disagreement among team members regarding task execution?**

- A. Evaluate team performance**
- B. Encourage open communication**
- C. Implement a conflict resolution strategy**
- D. Document the disagreement**

The most effective first step for a project manager facing a disagreement among team members regarding task execution is to encourage open communication. This approach fosters an environment where team members feel safe to express their perspectives and concerns. By promoting an open dialogue, the project manager can uncover the root causes of the disagreement, allowing for a deeper understanding of the differing viewpoints. This step is crucial because it not only helps address the immediate conflict but also strengthens team cohesion and collaboration by establishing trust and transparency. Encouraging open communication can lead to a more collaborative atmosphere where team members actively listen to one another, identify common goals, and work towards a mutually agreeable solution. It sets the stage for the other steps in conflict resolution and makes it easier to implement strategies or document issues later on. This approach is foundational in conflict management, as it ensures that all voices are heard before moving towards more structured resolution methods.

**4. What is the purpose of a smoke test performed after a product is released for production?**

- A. To ensure extensive functionality testing**
- B. To validate compliance with standards**
- C. To ensure basic functionality works as expected**
- D. To conduct load performance testing**

The purpose of a smoke test performed after a product is released for production is to ensure that the basic functionalities of the system work as expected. This type of testing is generally a preliminary check conducted to confirm that the most critical features of the software are operating properly before more rigorous testing is undertaken. Smoke tests are quick and focus on key functionalities, providing assurance that the foundational aspects of the application are stable and ready for further testing or user operations. Although they do not cover extensive functionality testing or compliance with standards, they serve as an essential step in identifying major issues early in the testing process. This helps developers and testers prioritize further testing efforts by confirming that the application is not fundamentally broken. While load performance testing and standards compliance are vital components of the software development lifecycle, they are not the primary focus of smoke testing, which is designed to deliver rapid feedback on core functionality.

**5. What caused an organization to be fined in an audit regarding a third-party vendor accessing secured project information?**

- A. Lack of training**
- B. Poor documentation practices**
- C. Improper access controls**
- D. Inadequate software testing**

Improper access controls are critical in ensuring that only authorized personnel can access secured project information. When an organization faces an audit and is fined due to a third-party vendor accessing sensitive data, it often indicates that the access policies and controls were not properly implemented or enforced. Effective access controls include stringent authentication methods, regular audits of user permissions, and clearly defined access rights based on user roles. The lack of these controls can lead to unauthorized access, regardless of whether the individuals involved are internal staff or third-party vendors. In this case, the root cause is the failure to safeguard access to sensitive information effectively, which resulted in a breach of security protocols and failed to meet compliance standards. This emphasizes the importance of having robust access control measures in place to protect sensitive project information from unauthorized access and potential misuse.

**6. Which architecture type is best to support a large-scale enterprise application?**

- A. Single-tier architecture**
- B. Multitier architecture**
- C. Peer-to-peer architecture**
- D. Microservices architecture**

Multitier architecture is particularly well-suited for large-scale enterprise applications due to its structured approach that separates different functions into distinct layers. This design allows for enhanced scalability, maintainability, and flexibility. By having separate tiers, such as presentation, application logic, and data management, organizations can independently scale each layer according to their needs. For example, if the application logic requires more processing power due to increased demand, that layer can be scaled independently without affecting other parts of the application. Furthermore, multitier architecture enables better resource management and load balancing across servers, which is crucial for performance in larger applications. It also enhances security by allowing different tiers to be isolated, thereby reducing the risk of vulnerabilities that could be exposed if everything operated on a single tier. The modular nature of this architecture makes it easier to update and maintain each component without significant disruptions to the overall system, which is another key consideration for large-scale applications that require continuous operation and minimal downtime. In contrast, other architecture types, such as single-tier or peer-to-peer, may struggle with scalability and centralized management, making them less ideal for handling the complexities and demands of large enterprise environments. Microservices architecture, while beneficial for many scenarios, focuses on breaking down applications into smaller, independent

**7. If a project manager realizes there will be delays due to resource constraints, what should they do next?**

- A. Notify only upper management**
- B. Establish baselines**
- C. Reduce project scope**
- D. Postpone the project indefinitely**

Establishing baselines is an essential step for a project manager when facing potential delays due to resource constraints. A baseline serves as a reference point for measuring project progress and performance. By establishing baselines for scope, schedule, and cost, the project manager can better assess the impact of delays and other changes on the project timeline and resources. Once baselines are set, the project manager can more effectively monitor deviations from the original plan. This allows for informed decision-making regarding adjustments to resource allocation, timeline revisions, or project scope changes. Without established baselines, it becomes challenging to analyze the project's trajectory and make the necessary adjustments. This proactive approach helps in managing stakeholder expectations and ensuring project objectives remain attainable despite the resource constraints.

**8. In a matrix organizational structure, what should a project manager do if team members are not available for project activities?**

- A. Reduce team size**
- B. Reprioritize project goals**
- C. Negotiate with functional managers**
- D. Increase project deadlines**

In a matrix organizational structure, where team members report to both project managers and functional managers, negotiating with functional managers is crucial when team members are not available for project activities. This approach helps to address resource conflicts and availability issues directly with those who control the team's time and priorities. By engaging in negotiations, the project manager can discuss the project's needs, clarify the importance of team member contributions to the project's success, and potentially obtain the necessary resources or schedule adjustments. This collaborative effort can lead to a more favorable resolution that aligns the project's requirements with the functional managers' operational responsibilities, ensuring that resources are allocated effectively to meet project demands. Other options, while they may seem viable at first glance, do not directly address the need to manage and communicate with various stakeholders involved in a matrix setting. Reducing team size could lead to a lack of necessary skills or capacity for the project. Reprioritizing project goals may not be ideal if the project objectives are already critical and set by stakeholders. Increasing project deadlines might be necessary in some situations, but this does not solve the underlying issue of resource availability and could result in reduced project credibility or stakeholder dissatisfaction if not handled appropriately.

**9. After a project release, what can a project manager use to identify areas for improvement?**

- A. A budget report**
- B. A survey sent to stakeholders**
- C. Management reviews only**
- D. Social media feedback**

A survey sent to stakeholders is an effective tool for a project manager to identify areas for improvement after a project release because it directly gathers insights and opinions from those who were involved or affected by the project. Surveys can provide quantitative and qualitative data, enabling the project manager to understand stakeholder satisfaction, uncover potential issues, and gather suggestions for enhancements. By targeting different stakeholders, such as team members, clients, or end-users, the survey can yield valuable feedback on various aspects of the project, such as deliverables, processes, and outcomes. This targeted feedback is crucial for making informed decisions on how to improve future projects and ensure that stakeholder needs are met more effectively. While other options may offer some insights, a survey specifically designed for stakeholder input is likely to provide a broader and more structured overview of improvement opportunities, allowing project managers to make data-driven decisions.

**10. Which issue should be addressed first when refurbishing old desktops according to project management principles?**

- A. Project charter**
- B. Time and materials contract**
- C. Final report from release management**
- D. Assessment of project scope**

In the context of project management principles, addressing the project charter first when refurbishing old desktops is critical because the project charter serves as the foundational document that outlines the project's objectives, stakeholders, scope, and overall vision. It functions as a formal agreement that authorizes the project and helps establish the context within which the refurbishment work will occur. By creating a project charter, the project manager ensures that all parties involved have a clear understanding of the project's goals and expectations from the outset. This clarity helps in aligning resources and efforts effectively, setting the direction for the assessment of project scope and the planning of timelines and materials. The charter is essential for gaining stakeholder buy-in, identifying key risks, and establishing a framework for decision-making throughout the project lifecycle. Once the project charter is established, subsequent steps like assessment of project scope can be more effectively developed since the foundation for the project has already been laid out. The focus should be on ensuring that this foundational document is in place so that all stakeholders are informed and committed before proceeding to the specifics of execution and resource allocation.



## 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](mailto: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!**