

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.

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. When should the project team consider re-estimating tasks?**
 - A. After a successful sprint planning
 - B. When a story is underestimated
 - C. During the project closure phase
 - D. At the beginning of the next project
- 2. What should a project manager do after defining tasks, durations, resources, and costs?**
 - A. Start project execution
 - B. Trigger the contingency plan
 - C. Establish the project budget
 - D. Seek baseline approval
- 3. Who can authorize changes to correct a typo in the project management plan?**
 - A. Project Sponsor
 - B. Project Manager
 - C. Team Lead
 - D. Stakeholder
- 4. What is essential for a project manager to consider when dealing with project risk?**
 - A. Document risks without any action
 - B. Regularly update the risk register
 - C. Only address risks at project closure
 - D. Focus solely on positive outcomes
- 5. What is the likely cause of repeated questions from one project manager to another after a project is completed?**
 - A. Lack of documentation on project outcomes
 - B. Miscommunication during the project
 - C. Complexity of project tasks
 - D. Team interpersonal conflicts

- 6. 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
- 7. What is used to rank the importance of a problem based on its frequency of occurrence?**
- A. Fishbone diagram
 - B. SWOT analysis
 - C. Pareto diagram
 - D. Flow chart
- 8. What should a project manager do if they receive negative feedback from stakeholders about a project release?**
- A. Consider project closure
 - B. Gather detailed feedback for improvement
 - C. Respond defensively to clarify the project scope
 - D. Ignore the feedback and continue as planned
- 9. A project manager learns that 70% of the stakeholders prefer email communication. What should the project manager do next regarding the communication channel?**
- A. Update the stakeholder register with preferred communication methods
 - B. Discard all other communication preferences
 - C. Implement a weekly email round-up
 - D. Move all communications to face-to-face meetings
- 10. What must be conducted at the end of a project to capture learnings and improve future projects?**
- A. Stakeholder evaluation
 - B. Lessons learned session
 - C. Project performance review
 - D. Final project report

Answers

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

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Explanations

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1. When should the project team consider re-estimating tasks?

- A. After a successful sprint planning
- B. When a story is underestimated**
- C. During the project closure phase
- D. At the beginning of the next project

Re-estimating tasks is particularly relevant when a story has been underestimated. This means that the original estimates for the time or effort required to complete a task were incorrect, which can lead to delays, resource misallocation, and project inefficiencies. When a team recognizes that a task will take more time or resources than initially planned, it's crucial to re-estimate in order to adjust project schedules, inform stakeholders, and allocate the necessary resources to meet project goals. Accurate estimations are essential for effective planning and project execution. When an underestimation is identified, re-evaluating and refining the estimates allows the team to set more realistic expectations moving forward, thus enhancing project transparency and team productivity. Additionally, it helps with prioritization and resource allocation for the remaining work. Other timing aspects listed, such as during a successful sprint planning, project closure phase, or the beginning of the next project, do not inherently necessitate re-estimation unless there is a specific reason related to task accuracy or scope change.

2. What should a project manager do after defining tasks, durations, resources, and costs?

- A. Start project execution
- B. Trigger the contingency plan
- C. Establish the project budget
- D. Seek baseline approval**

After defining tasks, durations, resources, and costs, seeking baseline approval is a critical step in the project management process. This approval establishes a formal agreement on the project's scope, schedule, and budget, serving as the benchmark against which progress and performance will be measured throughout the project lifecycle. The baseline provides a reference point for evaluating any changes or variances that occur as the project unfolds. Securing approval from stakeholders ensures that everyone is aligned with the project's objectives and expectations. It also helps in mitigating disputes that may arise regarding scope changes, resource allocation, or timeline adjustments later in the project. Establishing this clarity and agreement at this stage is vital for effective project management and maintaining stakeholder confidence throughout the execution phase.

3. Who can authorize changes to correct a typo in the project management plan?

- A. Project Sponsor
- B. Project Manager**
- C. Team Lead
- D. Stakeholder

The project manager is typically responsible for overseeing the entire project and ensuring that all components, including the project management plan, are accurate and up to date. This includes managing changes to the project plan, which is crucial for maintaining communication and clarity among all project stakeholders. When it comes to addressing typographical errors in the project management plan, it falls within the project manager's role to make necessary updates. This stems from their responsibility for project execution and delivery, which involves maintaining documentation that reflects the current state of the project accurately. By correcting such errors, the project manager ensures that the communication remains clear and that all team members, stakeholders, and sponsors are aligned on the project's objectives and methodologies. Other roles, like the project sponsor, team lead, or stakeholders, may provide input or request changes, but the authority to implement the corrections typically lies with the project manager, who manages the plan according to established project governance.

4. What is essential for a project manager to consider when dealing with project risk?

- A. Document risks without any action
- B. Regularly update the risk register**
- C. Only address risks at project closure
- D. Focus solely on positive outcomes

For a project manager, regularly updating the risk register is crucial in managing project risk effectively. The risk register serves as a living document that tracks identified risks, their potential impact, and the strategies in place to mitigate them. As a project progresses, new risks may emerge, and existing risks may change in severity or become irrelevant. By consistently updating this register, a project manager ensures that the team stays informed about potential threats to the project, can allocate resources wisely, and supports proactive risk management practices. This ongoing diligence allows for timely responses to risks that could impact the project's success, helping to keep the project on track and within budget. It enhances communication across the team about current risk statuses and fosters a culture of risk awareness. By leveraging the risk register effectively, project managers can make informed decisions, adapt strategies, and ultimately promote a more resilient project environment.

5. What is the likely cause of repeated questions from one project manager to another after a project is completed?

A. Lack of documentation on project outcomes

B. Miscommunication during the project

C. Complexity of project tasks

D. Team interpersonal conflicts

The likelihood of repeated questions from one project manager to another after a project is completed indicates a deficiency in the documentation regarding project outcomes. When a project lacks comprehensive documentation, it becomes challenging for others to access the information they need to understand decisions made, lessons learned, and best practices identified during the project. Without clear documentation, project managers may find themselves seeking clarifications or explanations repeatedly, as they cannot rely on concrete records to inform their understanding or to support future projects. Effective documentation would serve as a valuable reference point and facilitate knowledge transfer, helping to minimize repetitive inquiries in subsequent projects. Thus, the absence of adequate documentation directly contributes to ongoing confusion or uncertainty about project results and can hinder effective communication and project management efforts.

6. 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.

7. What is used to rank the importance of a problem based on its frequency of occurrence?

- A. Fishbone diagram
- B. SWOT analysis
- C. Pareto diagram**
- D. Flow chart

The Pareto diagram is used to rank the importance of a problem based on its frequency of occurrence by applying the Pareto principle, often referred to as the 80/20 rule. This principle posits that roughly 80% of effects come from 20% of the causes. In a Pareto diagram, issues are presented in descending order of frequency or impact, allowing teams to easily identify which problems are the most significant based on their occurrence. This visual representation facilitates targeted decision-making by highlighting major issues that need attention, rather than dispersing efforts across numerous smaller problems. This method is particularly valuable in quality control and process improvement, as it helps organizations focus their resources on the most pressing issues first. The other tools mentioned serve different purposes. A Fishbone diagram is used for identifying root causes of a problem; SWOT analysis assesses strengths, weaknesses, opportunities, and threats to understand strategic positions; and flow charts visualize processes or workflows but do not inherently rank problems based on frequency.

8. What should a project manager do if they receive negative feedback from stakeholders about a project release?

- A. Consider project closure
- B. Gather detailed feedback for improvement**
- C. Respond defensively to clarify the project scope
- D. Ignore the feedback and continue as planned

Gathering detailed feedback for improvement is a critical step for a project manager in response to negative feedback from stakeholders. This process allows the project manager to understand the specific concerns of stakeholders, identify potential areas of improvement, and enhance the overall quality of the project. Thoroughly understanding the feedback enables effective decision-making and helps in aligning the project closer to stakeholder expectations. Additionally, actively seeking out and addressing stakeholder concerns demonstrates a commitment to stakeholder engagement and satisfaction. This approach not only helps in remedying current issues but also fosters trust and improves relationships between project teams and stakeholders, potentially leading to better collaboration in future projects. Overall, focusing on feedback creates a cycle of continuous improvement that is essential for project success.

9. A project manager learns that 70% of the stakeholders prefer email communication. What should the project manager do next regarding the communication channel?

A. Update the stakeholder register with preferred communication methods

B. Discard all other communication preferences

C. Implement a weekly email round-up

D. Move all communications to face-to-face meetings

The best course of action for the project manager is to update the stakeholder register with preferred communication methods. This step ensures that the project manager is aware of and can track the communication preferences of all stakeholders, not just the majority who prefer email. By documenting this information, the project manager can tailor communication strategies to effectively engage all stakeholders and address any specific needs or preferences they may have. This organized approach helps maintain clear and consistent communication throughout the project, increases stakeholder satisfaction, and fosters stronger relationships. In contrast, implementing a weekly email round-up, while it may benefit stakeholders who prefer email, does not address the broader range of preferences and may overlook stakeholders who favor other methods. Discarding all other communication preferences is counterproductive, as it risks alienating stakeholders who may require alternative methods for effective engagement. Moving all communications to face-to-face meetings would ignore the significant preference for emails expressed by 70% of the stakeholders and could lead to inefficiencies that disrupt the flow of communication. By updating the stakeholder register, the project manager lays the groundwork for a comprehensive communication plan that accommodates diverse stakeholder needs.

10. What must be conducted at the end of a project to capture learnings and improve future projects?

A. Stakeholder evaluation

B. Lessons learned session

C. Project performance review

D. Final project report

Conducting a lessons learned session at the end of a project is crucial for capturing insights gained throughout the project lifecycle. This session allows team members and stakeholders to discuss various aspects of the project, including what went well, what challenges were faced, and how those challenges were overcome. The primary goal is to document experiences that can inform and enhance the processes of future projects, ultimately leading to improved efficiency and effectiveness. A lessons learned session encourages open communication among team members, fostering a culture of reflection and continuous improvement. By systematically reviewing both successes and setbacks, organizations can ensure that valuable knowledge is not lost and that best practices are recognized and implemented in subsequent initiatives. This practice not only benefits individual team members but also enhances the organization's overall project management capabilities. While a stakeholder evaluation, project performance review, and final project report provide useful insights and summaries of a project's viability, they do not focus specifically on the cumulative learnings and experiences that can be applied to future efforts in the same way that a lessons learned session does.

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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