

WESTERN GOVERNORS UNIVERSITY (WGU) ITSW2120 D276 PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE

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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. What is a list in Python?

- A. An unordered collection of items
- B. An ordered collection of items
- C. A collection of key-value pairs
- D. A type of function

2. In the context of ITSM, what does the term 'incident' refer to?

- A. An unplanned interruption to an IT service or reduction in service quality
- B. A scheduled maintenance period for IT services
- C. A successful deployment of new software
- D. An unauthorized access attempt

3. What does 'user involvement' mean in the context of IT service management?

- A. Engaging users in service design and delivery for optimal outcomes
- B. Conducting user satisfaction surveys post-implementation
- C. Providing users with limited access to service management tools
- D. Instructing users on system operations

4. What is the purpose of the 'with' statement when handling files in Python?

- A. To ensure that resources are properly managed and the file is automatically closed
- B. To block access to the file while it is open
- C. To enhance performance by caching file reads
- D. To simplify the syntax of file operations

5. What does the term 'availability management' focus on?

- A. Ensuring IT services are available when needed by users
- B. Developing new IT service applications
- C. Prioritizing IT service requests
- D. Managing hardware assets for longevity

- 6. What does the 'len()' function do in Python?**
- A. Determines the data type of a variable
 - B. Finds the length of a sequence such as a list or string
 - C. Creates a new variable
 - D. Calculates the sum of all elements in a list
- 7. What is the aim of the 'service transition' phase?**
- A. To develop new features for existing services
 - B. To implement changes without user input
 - C. Smooth implementation of new or modified services into operational environments
 - D. To focus on marketing new services
- 8. Which of the following accurately describes the mutability of lists and tuples in Python?**
- A. Lists are immutable, while tuples are mutable
 - B. Lists are mutable, while tuples are immutable
 - C. Both lists and tuples are mutable
 - D. Both lists and tuples are immutable
- 9. What is a change request in IT service management?**
- A. A notification of a security breach
 - B. A formal proposal for an alteration to any component of the IT infrastructure
 - C. An emergency procedure for IT services
 - D. A report on user satisfaction
- 10. What keyword is used to create a new class in Python?**
- A. new
 - B. class
 - C. def
 - D. create

Answers

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

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Explanations

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1. What is a list in Python?

- A. An unordered collection of items
- B. An ordered collection of items**
- C. A collection of key-value pairs
- D. A type of function

A list in Python is defined as an ordered collection of items. This means that when you create a list, the items are stored in a specific sequence and maintain that order. Each item in a list can be accessed using its index, which starts at zero for the first item. The order is significant, allowing for data to be structured in a way that preserves the relationships and positions of items. For example, if you have a list of colors like `['red', 'blue', 'green']`, the position of each color is guaranteed to be consistent whenever the list is referenced. This ordered nature of lists makes them particularly useful for situations where the order of elements matters, such as maintaining a sequence of operations or representing a series of related items. In contrast, unordered collections, such as sets or dictionaries, do not guarantee the order of items, whereas lists explicitly do. Additionally, lists are versatile and can hold various data types, including integers, strings, and even other lists, enhancing their utility in Python programming.

2. In the context of ITSM, what does the term 'incident' refer to?

- A. An unplanned interruption to an IT service or reduction in service quality**
- B. A scheduled maintenance period for IT services
- C. A successful deployment of new software
- D. An unauthorized access attempt

In the context of IT Service Management (ITSM), the term 'incident' specifically refers to an unplanned interruption to an IT service or a reduction in service quality. This definition is crucial because incidents are typically events that disrupt the normal operation of IT services and can affect users and their ability to perform tasks. By identifying an event as an incident, IT teams can prioritize and manage the response effectively to restore normal service operation as quickly as possible with minimal impact on the business. The focus is on resolving disruptions to maintain service quality, which is essential for organizational efficiency and customer satisfaction. The other concepts listed, while relevant to IT operations, do not align with the definition of an incident. A scheduled maintenance period is a planned event rather than an unexpected disruption. A successful deployment of new software, while important, refers to the introduction of new IT capabilities rather than an interruption. An unauthorized access attempt, while a security concern, is categorized separately and does not fit within the typical definition of an incident in ITSM.

3. What does 'user involvement' mean in the context of IT service management?

- A. Engaging users in service design and delivery for optimal outcomes**
- B. Conducting user satisfaction surveys post-implementation
- C. Providing users with limited access to service management tools
- D. Instructing users on system operations

In the context of IT service management, 'user involvement' refers to actively engaging users in the processes of service design and delivery to achieve optimal outcomes. This engagement is crucial because users provide valuable insights and feedback based on their experiences and needs. By incorporating their perspectives into the design and delivery phases, IT service providers can ensure that services are better aligned with user expectations and requirements, ultimately enhancing service quality and user satisfaction. This approach can significantly lead to more effective and user-friendly services, as it fosters collaboration and communication between IT teams and users. Engaging users early in the process helps identify potential issues, tailor solutions to meet specific needs, and fosters a sense of ownership among users, which can result in increased adoption and advocacy for IT services.

4. What is the purpose of the 'with' statement when handling files in Python?

- A. To ensure that resources are properly managed and the file is automatically closed**
- B. To block access to the file while it is open
- C. To enhance performance by caching file reads
- D. To simplify the syntax of file operations

The purpose of the 'with' statement when handling files in Python is to ensure that resources are properly managed and that the file is automatically closed after its block of code is executed. When using the 'with' statement, Python takes care of opening the file and guarantees that the file will be closed regardless of whether an error occurs within the block. This minimizes the risk of resource leaks and makes the code cleaner and more maintainable by removing the need for explicit close statements. While the other options touch on various aspects of file handling, they do not capture the primary function of the 'with' statement. For instance, while blocking access to the file while it is open may be an indirect consequence of using 'with', it is not its main design purpose. Similarly, enhancing performance through caching file reads is not a function of the 'with' statement; rather, it focuses on resource management. Lastly, simplifying the syntax of file operations could describe some benefits of the 'with' statement but does not encompass its fundamental goal of ensuring proper resource management and closure of files.

5. What does the term 'availability management' focus on?

- A. Ensuring IT services are available when needed by users
- B. Developing new IT service applications
- C. Prioritizing IT service requests
- D. Managing hardware assets for longevity

The term 'availability management' focuses primarily on ensuring that IT services are consistently available when needed by users. This includes proactively managing and monitoring the performance and reliability of IT services to minimize downtime and disruptions. Availability management involves developing strategies and processes to maintain service availability and reliability, ensuring that any potential issues are addressed before they affect users. It encompasses aspects such as capacity planning, performance monitoring, and incident response planning, which all contribute to maintaining service continuity and meeting user demands. While the development of new IT service applications, prioritizing service requests, and managing hardware assets are important aspects within IT service management, they do not directly correlate with the fundamental goal of availability management, which is to ensure that services are accessible and functioning as expected at all times.

6. What does the 'len()' function do in Python?

- A. Determines the data type of a variable
- B. Finds the length of a sequence such as a list or string
- C. Creates a new variable
- D. Calculates the sum of all elements in a list

The 'len()' function in Python is used to find the length of a sequence, which includes data types such as lists, strings, tuples, and dictionaries. When applied to a string, 'len()' returns the number of characters in that string. For a list, it returns the number of elements present in that list. This functionality is crucial for many programming tasks, such as iterating over elements, validating input, or adjusting data structures dynamically based on their size. Using 'len()' provides a straightforward way to assess how many items are present in a data structure, making it an essential tool in Python programming for manipulating and understanding collections of data.

7. What is the aim of the 'service transition' phase?

- A. To develop new features for existing services
- B. To implement changes without user input
- C. Smooth implementation of new or modified services into operational environments
- D. To focus on marketing new services

The aim of the 'service transition' phase is to ensure a smooth implementation of new or modified services into operational environments. This phase is a crucial part of the service lifecycle in IT service management, specifically within the ITIL framework. During service transition, the focus is on managing any changes to services and ensuring that they meet the necessary quality standards before being released into production. Service transition encompasses various activities, including planning and coordination, building and testing the service, and transitioning it into the live environment. It aims to minimize disruption to the existing services and ensures that stakeholders, including users and IT staff, are adequately prepared for the new or updated services. This process helps provide a structured approach to deploying changes, ensuring that any potential risks are assessed and managed effectively, leading to a more seamless integration into the operational environment.

8. Which of the following accurately describes the mutability of lists and tuples in Python?

- A. Lists are immutable, while tuples are mutable
- B. Lists are mutable, while tuples are immutable**
- C. Both lists and tuples are mutable
- D. Both lists and tuples are immutable

In Python, lists are categorized as mutable data structures, meaning that their contents can be changed after they are created. This allows for operations such as adding, removing, or modifying elements within the list, which provides flexibility in handling collections of items. On the other hand, tuples are considered immutable, meaning that once they are created, their contents cannot be altered. This immutability offers certain advantages, such as making tuples simpler and sometimes more efficient for storing a collection of items that should not change throughout the program. This distinction is crucial for Python developers as it affects how data structures are used, especially in situations where data integrity needs to be maintained. Understanding these properties helps in choosing the right data structure for the task at hand, ensuring that lists and tuples are used appropriately based on whether mutability is required.

9. What is a change request in IT service management?

- A. A notification of a security breach
- B. A formal proposal for an alteration to any component of the IT infrastructure**
- C. An emergency procedure for IT services
- D. A report on user satisfaction

A change request in IT service management is defined as a formal proposal for an alteration to any component of the IT infrastructure. This includes changes to hardware, software, processes, or any other aspects of the IT environment. The purpose of a change request is to manage and control modifications in a structured manner, ensuring that changes are reviewed, approved, and documented before they are implemented. This formal process helps to minimize the risks associated with changes, such as service disruptions or negative impacts on system performance. By having a structured approach, organizations can better assess the impact and necessity of proposed changes, making informed decisions that align with business goals. The other options do not accurately describe a change request. A notification of a security breach pertains to incidents rather than planned changes. An emergency procedure for IT services may deal with urgent situations but does not encompass the broader scope of change management. A report on user satisfaction reflects feedback and performance metrics rather than formal requests for changes to infrastructure.

10. What keyword is used to create a new class in Python?

- A. new
- B. class**
- C. def
- D. create

In Python, the keyword that is used to define a new class is "class." When you want to create a class, you start the definition with this keyword followed by the name of the class. This structure allows you to encapsulate data and behaviors associated with that data in a single unit, supporting the principles of object-oriented programming. For example, you can create a class called `Car` using the syntax `class Car:` which establishes that `Car` is a new class. The other options are not used for this purpose: "new" is not a keyword in Python for creating classes, "def" is used for defining functions, and "create" has no specific function in Python syntax regarding class definitions. Thus, "class" is the only correct choice for defining a new class.

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-itsw2120-d276.examzify.com>

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

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