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QUESTION 1

In an attempt to ease cultural change anxiety, the Project Manager speaks to end-users and managers. All of the following should be addressed EXCEPT the:

A. benefits that the new system will have on the end-users job.

B. training that will make the end-user more valuable.

C. number of jobs that will be reduced through the efficient use of technology.

D. integration of the Document Management System (DMS) with existing applications.

Correct Answer: C

QUESTION 2

A company has a vision of all employees having access to a common, user customizable web interface where they will gain access to all corporate applications needed. The company is asking for a:

A. Customer Relationship Management (CRM) system.

B. web application server.

C. Windows Desktop application.

D. portal interface.

Correct Answer: D

QUESTION 3

Which of the following are elements of a communication plan?

A. Ethernet and TCP / IP

B. Project charter and project plan

C. E-mail and FTP

D. All-hands meetings and intranet postings

Correct Answer: D

QUESTION 4

During the design phase, the client learns what OCR is and suggest that all new business applications be

processed using this technology. How does this affect the capital budget?

A. Decrease, as the OCR process creates a small text file.

B. Decrease, as no human intervention is required in the index fields

C. Increase, as more hardware and software will be required.

D. Increase, as approximately five times the storage is required.

Correct Answer: C

QUESTION 5

A client wishes to give the advertising department access to the imaging system. The advertising department has Internet access and produces PDF files. The imaging system uses TIFF as its file format. What will MOST likely have to be done?

A. Install a desktop client

B. Remove PDF viewing capability

C. Add a TIFF plug-in to the browser

D. Add terminal emulation

Correct Answer: C

QUESTION 6

The proposed project plan requires that documents must have a file plan and track all access attempts. What MUST be part of this solution?

A. A records management system

B. A storage management system

C. A scan subsystem

D. Annotation and redaction capabilities

Correct Answer: A

QUESTION 7

A customer is performing incremental backups nightly. At the end of the month they review a list of documents that have reached their end of life and determine if they can be destroyed. Which of the following BEST describes the records storage management process?

A. The customer does not have a records management process.

B. The customer has an informal records management process.

C. The customer has a formal records storage management process.

D. The customer has a document capture process.

Correct Answer: C

QUESTION 8

Certkiller is implementing a document imaging system and making the images available via the Internet.

Which of the following issues is the most important security consideration?

A. User profiling

B. Virus protection

C. Firewall configuration

D. Disaster recover and data restoration

Correct Answer: C

QUESTION 9

Which documents should the Project Manager for a system integrator review with the customer to manage long-term expectations approximately?

A. Issues Log and Training Plan.

B. Service Level Agreement and Change Order Procedures.

C. Business Process Analysis Document and Gap Analysis.

D. User Technical Documentation and Implementation Schedule.

Correct Answer: C

QUESTION 10

A worldwide retail delivery vendor requires signatures on all delivery receipts. Transferring these receipts into the archive rapidly is of utmost importance. Because of receipt quality and employee turnover, scanning of the receipts has proven problematic. Shipping the receipt to central scan sites is viewed as expensive and time consuming. What can help this customer?

A. Better trained employees

B. An electronic signature system

C. Better courier agreements

D. Higher quality scanners

Correct Answer: B

QUESTION 11

A scanning operator in a law firm will be scanning a large volume of documents that will be submitted electronically to a court. The scanning operator should have knowledge of:

A. Printer Control Language (PCL).

B. imprinting.

C. endorsing.

D. TIFF tags.

Correct Answer: B

QUESTION 12

A client has to output documents and their associated metadata to many disparate systems, most of

which are not controlled by the client. Which of the following technologies would best facilitate this output?

A. XML

B. API

C. DDE

D. BLOBs

Correct Answer: A

QUESTION 13

A client wants to capture images of documents in a warehouse at the point of shipping. The application

must facilitate the scanning of the documents in a completely automated manner (hands-free after

placing images on scanner). Which of the following technologies should be employed to facilitate this?

A. OCR, ADF, and XML

B. Barcodes, ADF, and DDE

C. Screen Scraping, XML, and Barcodes

D. Scanner Polling (API), Barcodes, and ADF

Correct Answer: D

QUESTION 14

A requirements document consists of:

A. business and technical requirements.

B. business requirements and a statement of work.

C. business, technical requirements, and pricing.

D. business, operational, and resourcing requirements.

Correct Answer: A

QUESTION 15

A customer has a mixed OS environment and they wish to consolidate all their documents onto a server running one OS. Which of the following solutions would be the most cost effective, and allow all the users to access the documents on the server?

A. Install dual boot clients

B. A browser-based client

C. Provide dialup access to the server from all clients

D. Migrate to the same OS that runs on the server

Correct Answer: B

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