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QUESTION 1

What is public key infrastructure (PKI)?

- A. A framework that is established to issue, maintain, and revoke electronic signature certificates
- B. The combination of rules and policies that control access to remote Internet sites
- C. A type of data security software used to define roles and grant access rights to remote users
- D. A form of two-factor authentication that combines PINs and passwords to decrease the probability of spoofing attacks

Correct Answer: A

QUESTION 2

Corporate information governance is most likely to be successful when

- A. Departments develop and manage their own governance.
- B. Information governance is developed prior to solution deployments.
- C. IT directs, manages, and oversees governance.
- D. Information governance is developed after solution deployments.

Correct Answer: B

QUESTION 3

- A. Blog
- B. Email
- C. Wiki
- D. Microblogging

Correct Answer: C

QUESTION 4



What component within an enterprise search engine digests Web pages and information received from databases and file directories in order to extract pertinent metadata and text?

- A. Indexer
- B. Document processor
- C. Crawler
- D. Content categorizer

Correct Answer: B

QUESTION 5

What type of information should be collected when conducting a data inventory? (Choose 2)

- A. Data location
- B. Date of the next inventory
- C. Owner of the data
- D. Data policies

Correct Answer: AC

QUESTION 6

Some of the primary business benefits driving deployment of web conferencing are (Choose 2)

- A. Leveraging investment in unified communications infrastructure.
- B. Enabling informational sessions to be recorded and re-used.
- C. Enhancing corporate reputation by utilizing "green" technologies.
- D. Allowing web meeting content to be monitored by corporate security.

Correct Answer: BC

QUESTION 7

A large percentage of the data elements in any given transaction is composed of "Master Data." examples of which include data about (Choose 2)



- A. Individuals
- B. Content
- C. Organizations
- D. Disposition

Correct Answer: AC

QUESTION 8

A findability strategy can improve access to content by (Choose 3)

- A. Expecting the end user to take responsibility for better searching,
- B. Emphasizing precision as opposed to recall in search results,
- C. Updating search tools with more advanced user interfaces,
- D. Organizing content with tools like taxonomies and ontologies.
- E. Deploying separate search solutions for different content types.
- F. Dynamically offering new content in response to user behavior.

Correct Answer: CDF

QUESTION 9

Which of the following are potential benefits included in a business case for a workflow solution? (Choose 3)

- A. Improved customer service
- B. Operational cost reduction
- C. End user adoption
- D. Compliance and risk reduction
- E. Implementation cost reduction
- F. Better documentation

Correct Answer: ABD



QUESTION 10

Which of the following are elements of an effective email management strategy? (Choose 2)

- A. Accommodation of some individual preferences for organization of information
- B. A retention policy that ensures email messages are retained indefinitely
- C. A policy that focuses on preserving the emails of employees with access to financial information
- D. Automation of actions that would otherwise be required of users

Correct Answer: AD

QUESTION 11

Transactional content management solutions focus on which of the following activities? (Choose 2)

- A. Document imaging
- B. Document collaboration
- C. Records management
- D. Content analytics

Correct Answer: AC

QUESTION 12

A website privacy policy should provide which of the following options?

- A. Users are able to obtain information from the site without providing personal data.
- B. Users can elect not to receive future emails or share their information with third parties.
- C. Users are of the age of majority in their jurisdiction.
- D. Users can create a user name and password without providing personal data.

Correct Answer: B

QUESTION 13

All of the following are examples of cloud computing deployment models except

- A. Public cloud.



- B. Server cloud.
- C. Community cloud.
- D. Hybrid cloud.

Correct Answer: B

QUESTION 14

What are responsible electronic data archiving practices? (Choose 2)

- A. Quickly moving new information from the hard drive to offline magnetic tape storage
- B. Using magnetic tapes, optical disks, or other removable media for offline storage
- C. Preserving data permanently in offline storage
- D. Referencing the records retention schedule

Correct Answer: BD

QUESTION 15

A common characteristic of folksonomies is that they

- A. Are somewhat slow to develop because of the initial planning required.
- B. Arise in hierarchical environments where administrators can oversee them.
- C. Feature strong bibliographic control provided by their formal structure.
- D. Provide an opportunity for collaborative classification by multiple users.

Correct Answer: D

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