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QUESTION 1

Integration and connectivity concerns of the proposed Document Management System (DMS) are BEST to review with the:

- A. help desk.
- B. Chief Information Officer (CIO).
- C. Chief Executive Officer (CEO).
- D. IT department.

Correct Answer: D

QUESTION 2

A city has determined that it will provide access to City Council minutes and upcoming agenda items.

Which is the best solution that will allow for the broadcast access for all interested parties?

- A. Use of an FTP site.
- B. Web-based Internet access.
- C. Publication on CD-ROM for distribution.
- D. Public Kiosk availability at various sites, including libraries.

Correct Answer: B

QUESTION 3

Which user interface feature would best serve a user that needs to quickly review a 10-page document to locate a drawing in the document?

- A. Zoom
- B. Redaction
- C. Thumbnail
- D. Full-text search

Correct Answer: C

QUESTION 4

A procedure that allows for the control of the project scope with respect to proposed changes to the plan is known as a:

- A. cultural change management procedure.
- B. change control procedure.
- C. procurement control plan.
- D. project charter.

Correct Answer: B

QUESTION 5

Which of the following is required as part of a records storage management solution?

- A. Boxes of paper
- B. Retention schedule
- C. Enterprise content management software
- D. Full-text search and retrieval

Correct Answer: B

QUESTION 6

Certkiller scans 500 8,5" x 11" two-page, duplex documents every day as 300 dpi Group 4 TIFF images. If each imaged page is an average of 50KB, approximately how many days can they operate before they run out of storage space on their 60GB hard drive?

- A. 300 days
- B. 600 days
- C. 950 days
- D. 1,200 days

Correct Answer: D

QUESTION 7

A client receives over 2,000 laser printed purchase orders daily from 1,188 customers. The scanning staff will scan, index, and perform quality assurance of the documents. Which of the following is the LEAST labor intensive method to perform indexing?

- A. ICR software
- B. OCR software
- C. Optical Mark Recognition (OMR) software

D. Heads-down indexing

Correct Answer: B

QUESTION 8

A consultant analyzing Certkiller's document imaging requirement discover that there appears to be a number of concerns from users about changing to a new system. Which of the following is the best way to address such concerns?

- A. Ask the project leader or company management to deal with the situation.
- B. Emphasize that it has been a management decision to change to the newer system
- C. Consider end-users' concerns and determine whether they can be met through education or changes in the solution.
- D. Implement the changes provided that the management/project leader agrees with the recommendation for the newer system.

Correct Answer: C

QUESTION 9

The customer will add 8,000 documents a day to their Document Management System (DMS) store. During weekday off-hours, all newly added images are required to be backed up. The whole system is backed up on weekends. Which method should be used to limit backup time on weekdays?

- A. Full backup
- B. Imprinting
- C. Incremental backup
- D. Bates coding

Correct Answer: C

QUESTION 10

A medical laboratory has implemented a document management solution in which saved reports need to be faxed to medical practitioners. With the current system, reports are printed from a PC to an inkjet printer and then the document is faxed manually to the practitioners. How can this system be altered to produce the best return on investment?

- A. The system used is the most effective available.
- B. Replace the inkjet printers with laser printers.

- C. Add a fax modem and fax the documents to practitioners.
- D. Use dot-matrix printers because they are less expensive to own and operate.

Correct Answer: C

QUESTION 11

A company that builds cruise ships needs help managing the engineering documents, drawings, and material lists that are involved in building and maintaining the ships. The company needs a(n):

- A. imaging system.
- B. Document Management System (DMS).
- C. report archive.
- D. data warehouse.

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

The Human Resources department receives applications: 10% by fax, 30% by e-mail, and 60% by mail. All applications are two-sided forms. Applications received by mail must be scanned into the Document Management System (DMS). If 300 applications are received by the Human Resources department per week, how many images will be scanned per week?

- A. 300
- B. 360
- C. 400
- D. 600

Correct Answer: B

QUESTION 14

Certkiller plans to use an EDM system to capture and manage the invoices it generates from its financial system. Which of the following solutions would require the LEAST storage volume?

- A. Print invoices to fax and import.
- B. Print invoices to printer and batch scan.
- C. Print invoices to file and import via COLD/ERM.
- D. Print invoices to digital copier and batch scan.

Correct Answer: C

QUESTION 15

An industrial supply company receives sales orders via fax and hardcopy from their field sales team. The orders are hand delivered to the billing department and faxed to their warehouse in another location. They are thinking of scanning and e-mailing the orders to the warehouse utilizing their e-mail system. Their FIRST concern should be:

- A. the volume of incoming orders.
- B. duplicate orders for the same product.
- C. file size limit of their e-mail system.
- D. paper weight of the order form.

Correct Answer: C

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