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QUESTION 1

The consultant is flow charting the workflow of an Accounts Payable (AP) department. Invoices in the AP department are logged and then forwarded to the department that originated the order. What should the consultant be sure to do?

- A. Contact the vendor who issued the invoice to see what kind of workflow they need to have
- B. Speak with Human Resources about the hiring practices for personnel in the AP department
- C. Interview the Chief Information Officer (CIO) to get their perspective on this workflow and then tie this feedback into the charting process
Interview the department that originated the order; document what they do internally with the invoice and how they hand it off to the AP
- D. Interview the department that originated the order; document what they do internally with the invoice and how they hand it off to the AP

Correct Answer: D

QUESTION 2

The scanned file size of an 8.5 x 11 inches (A4) page with 300 dpi (12 dots per mm) resolution and a bit depth of one at TIFF Group 4 compression is:

- A. 25 KB.
- B. 50 KB
- C. 75 KB.
- D. 100 KB.

Correct Answer: B

QUESTION 3

A customer wants a comprehensive quote / budget from vendors in response to a Request For Proposal (RFP). The customer wants all elements of the project factored in the quote. What kind of budget model is the customer seeking?

- A. Time and materials
- B. Fixed cost
- C. Mixed cost
- D. Time and materials with cost cap

Correct Answer: B

QUESTION 4

The Document Management System (DMS) will be backed up weekly with media being reused after becoming 30 days old. Which media type is MOST appropriate for this type of usage?

- A. CD -R
- B. DVD +R
- C. Tape
- D. DVD -R

Correct Answer: C

QUESTION 5

Currently, corporate headquarters maintains a central document repository with a Records Manager that maintains custody of these confidential documents. There are 18 branch locations connected via intranet with six new additional locations opening within the year. If a branch office needs confidential documents, an e-mail request is sent to the Records Manager who will then fax or overnight the documents to the branch locations. What would be the impact of implementing a browser-based request and delivery solution for the Records Manager?

- A. The position would be eliminated.
- B. There would be no impact on job functions.
- C. They would be overburdened with training end-users, maintaining servers, and adding new users as branches added.
- D. The job function would be easier with higher levels of job satisfaction.

Correct Answer: D

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