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QUESTION 1

When dealing with a complaint, to get on the same physical wavelength with a client you should:

- A. Stand if they are standing
- B. Provide your undivided attention
- C. Physically show interest
- D. React positively
- E. All of the above

Correct Answer: E

QUESTION 2

A standard must be measurable, attainable, and necessary. What is meant by '\\attainable\\' in this context?

- A. Given current resources and time frame; the standard can reasonably be complied with every time.
- B. Given current resources; the standard can reasonably be complied within this time frame.
- C. Given current time frame; the standard can reasonably be complied with given resources.
- D. Given current resources and time frame; the standard can reasonably be complied with in this cycle.

Correct Answer: A

QUESTION 3

If your IT organization adopted function points as the means to measure program size, this would enable you to estimate programming staff because you would know a program of 200 function points is twice as large as a program of 100 function points. This type of data is called:

- A. Nominal Data
- B. Ordinal Data
- C. Interval Data
- D. Ratio Data

Correct Answer: D

QUESTION 4

Critical success factors for purchased software should be defined from the perspective of :

- A. The User
- B. Quality Assurance Personnel
- C. Computer Programmers
- D. Computer Operations Personnel
- E. IT Management

Correct Answer: A

QUESTION 5

An objective measure is a measure that can be obtained by:

- A. An individual's perception
- B. Counting
- C. All the above
- D. None of the above

Correct Answer: B

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