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QUESTION 1

Assuming a person tasked with indexing can work with approximately two documents per minute, what is the minimum number of index operators needed to process 20,000 documents in a seven hour work day?

A. 12

B. 24

C. 36

D. 41

Correct Answer: B

QUESTION 2

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

QUESTION 3

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 4

A client sets up a customer file for each new customer. The information is collected from the finance department, compliance department, sales department, and accounting department. Each file will consist of 50-65 preprinted forms that are completed in each department. Once all the required forms are received from each department, the records department creates a file folder and stores all the account information in a mobile filing system. As each department completes their process of filling out the forms, the forms are either faxed or copied (original remains in each department so they always have a convenient copy of departmental actions) and hand delivered to the records department. What would be the MOST cost effective option for making these static paper-based documents available for browser-based access?

A. Departmental scanners would create a file for each department to access.

B. Departmental scanners pointed at a hot folder that the Records Manager can then combine each departments scans for a particular client into one file published on the corporate intranet.

C. No change is needed as the current system is superior to the proposed solution.

D. An Electronic Document Management System (EDMS) solution should be purchased that can search, store, and retrieve these static documents.

Correct Answer: C

QUESTION 5

A company has requested an unstructured forms recognition solution to process received invoices. The company receives invoices from ten different vendors and processes five invoices per week. The company budgeted $3,500 for this project. The next step would be to:

A. install a pilot Magnetic Ink Character Recognition (MICR) solution.

B. review the current costs of invoice processing with the client.

C. inform the client that their request is realistic.

D. abandon the project.

Correct Answer: B

QUESTION 6

The customers help desk requires remote management of the devices proposed. The proposed solution only supports Simple Network Management Protocol (SNMP) discovery as a means to monitor the devices. To ensure that this proposal meets the customers requirements, this item should be discussed with the:

A. end-user.

B. help desk.

C. IT department.

D. Chief Information Officer (CIO).

Correct Answer: C

QUESTION 7

A document that would address the repurposing or reorganization of staff, the benefits of a new system, and the increased market value of staff due to new skills is called a:

A. cultural change management plan.

B. project management plan.

C. human resource plan.

D. project objectives document.

Correct Answer: A

QUESTION 8

Who is most likely to determine the origin of the bottlenecks if the productivity of a new workflow system is

less than expected?

A. End-user

B. Help Desk

C. IT Department

D. System Integrator

Correct Answer: D

QUESTION 9

In order to scope out the document workflow of a prospective hotel client, the imaging consultant would perform which of the following actions?

A. Interview C-level management and a sampling of division heads to get their input on what the imaging solution needs to incorporate

B. Conduct a written survey only of all employees, mix-up the responses, and select random responses to represent the client needs

C. Consult with purchasing to determine what specification they would recommend given the project budget

D. Perform a dual track approach by conducting focus group interviews of decision makers and users, also follow up with direct observation of sample users in their work areas

Correct Answer: D

QUESTION 10

In a Request For Proposal (RFP), the customer is seeking a day-forward and back-file conversion strategy. The consultant discovers that the budget set aside is inadequate to include both conversions. What should the consultant do?

A. Respond to the RFP favorably with the stated budget and seek additional funds from the customer or the project director

B. Do not respond to the RFP as it is unworkable

C. Respond favorably to the RFP providing a matrix of services showing prices for all options

D. Respond favorably to the RFP for only the day-forward strategy

Correct Answer: C

QUESTION 11

Certkiller adds 5,000 documents per week to its CD jukebox and indicates that response times for image

retrieval are increasing dramatically. Which of the following will provide the greatest improvement in response times?

A. Move the images to a RAID5 array.

B. Move the images to an optical jukebox

C. Add a second scanning workstation.

D. Add a second CD jukebox to the network

Correct Answer: A

QUESTION 12

User interfaces for a Document Management System (DMS) can include which of the following?

A. Printer and driver software

B. Scan, search, and retrieval software

C. Storage and backup software

D. Fax driver software

Correct Answer: B

QUESTION 13

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 14

Which of the following attributes can be used to define users within a workflow environment?

A. Work reassignment

B. Role

C. Check-In

D. Pend

Correct Answer: B

QUESTION 15

A company currently prints documents that require a signature by managers for audit purposes. The customer wishes to store these signed documents electronically. Which of the following is the BEST solution?

A. Print the document for physical signature and then scan into the Document Management System (DMS).

B. Attach document to e-mail and route to appropriate manager for approval, then import into the DMS.

C. Create a workflow process that automatically routes the document to the correct manager for digital signature, and eventual storage in the Electronic Document Management System (EDMS).

D. Post the document on the intranet for retrieval by the appropriate manager to print, sign and return to records department for scanning.

Correct Answer: C

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