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QUESTION 1

Which security feature will black-out or white-out certain portions of a document?

- A. Retraction
- B. Retention
- C. Redaction
- D. Reduction

Correct Answer: C

QUESTION 2

Which of the following is an element of a records storage management process?

- A. LDAP
- B. Critical path schedule
- C. Shared folder on a network server
- D. Retention and disposition schedule

Correct Answer: D

QUESTION 3

Certkiller needs an EDM solution for their invoice. Which of the following should be considered first when Certkiller's requirements are assessed?

- A. Retention period for invoices.
- B. Peak volume of invoice processing
- C. The quantity of invoices they process
- D. Document source of invoices such as paper or electronic

Correct Answer: C

QUESTION 4

What is the technology that places computer-generated documents directly onto storage media?

- A. OLE

B. MICR

C. COLD/ERM

D. Microfiche

Correct Answer: C

QUESTION 5

When gathering client documents for consideration, which individual or group will provide the MOST critical information?

A. Chief Information Officer (CIO)

B. Project Manager

C. End-users

D. Network administrator

Correct Answer: C

QUESTION 6

Certkiller needs to send scanned forms to various remote offices. They receive and scan 100 forms a day.

Approximately how long would it take to transmit 100 50KB images using a 56Kbps modem assuming a 10% throughput reduction for overhead?

A. 8 minutes

B. 13 minutes

C. 18 minutes

D. 26 minutes

Correct Answer: B

QUESTION 7

When library services are assigned for a document management system, what elements should be discussed with the customer?

A. Integration aspects, user interface

B. Versioning, document life cycle, attributes

C. Scanning, image enhancement, display of image

D. View and edit applications, on-line content conversion

Correct Answer: B

QUESTION 8

When a consultant recommends a scanner to a client, what percentage of the scanned pages need to be two-sided in order to cost justify a duplex scanner?

A. 10-20%

B. 30-40%

C. 50-60%

D. 70-80%

Correct Answer: A

QUESTION 9

In order to allow for the encrypted access of documents over the web, the web server should support:

A. Secure Sockets Layer (SSL).

B. FTP

C. Trivial File Transfer Protocol (TFTP).

D. XML.

Correct Answer: A

QUESTION 10

A company is generating 10,000 documents a month and is considering if they should go forward with an Electronic Document Management (EDM) solution or continue with the existing paper- based storage strategy. Considering the cost of both strategies the customer should:

A. select the EDM solution because it is more expensive in the long term.

B. stay with the current solution because it is considerably less expensive in the long term.

C. select the EDM solution because it is more expensive in the near term but becomes less expensive in the long term.

D. select the EDM solution because it is more expensive but easier to implement and has greater long term benefits.

Correct Answer: C

QUESTION 11

A company has contracted with a system integrator to implement a document management system that includes custom development and integration with its legacy systems. What is the best way to confirm that the proposed system will meet customer expectations?

- A. Review the company's business process.
- B. Conduct a software review based upon proof of concept.
- C. Confirm the system's capability during the training process.
- D. Provide the customer with complete system technical documentation.

Correct Answer: A

QUESTION 12

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 13

In order to create a document management solution, what would be the BEST information to capture in an initial meeting?

- A. Current organizational processes
- B. Organizations sales figures
- C. Company's organizational chart
- D. Network topography map

Correct Answer: A

QUESTION 14

Which group of people is BEST suited for system acceptance testing?

- A. Project implementation team
- B. End-users who will use the system
- C. Senior management team
- D. IT support personnel

Correct Answer: B

QUESTION 15

A bank has implemented a new image-based signature verification system. Their clients are complaining because the process now takes longer than the previous manual system. After investigation by the project team, the system is found to be functioning correctly. What would be the first action to take to resolve the perceived problem?

- A. Revise the imaging system.
- B. Evaluate the users' skill level.
- C. Suggest that the manual system be used.
- D. Place the responsibility on the network manager to improve performance

Correct Answer: B

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