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QUESTION 1

Information and analysis evaluations do not depend on _____ .

A. Whether or not the company uses particular technologies to analyze data

B. Whether or not the company has an information department or an officer

C. All the above

D. How activities are organized

Correct Answer: C

QUESTION 2

The three parts of the function point count must be determined individually.

A. True

B. False

Correct Answer: A

QUESTION 3

The objective of risk analysis is to help IT management strike an economic balance between the impact of risks and the cost of protective measures.

A. True

B. False

Correct Answer: A

QUESTION 4

Which of these terms apply to identifying quality standards and how to satisfy them?

A. Quality Management

B. Quality Overview

C. Quality Planning

D. Quality Projections

Correct Answer: C

QUESTION 5

National Quality Awards are intended to foster continuous improvement activities.

A. True

B. False

Correct Answer: A

QUESTION 6

The scope, management and analysis of data depend upon.

A. The type of business, its resources

B. Number and geographical distribution of business units

C. All of the above

Correct Answer: C

QUESTION 7

The average time between consecutive failures in a system or component during a specified period is known as the mean time between failures (MTBF).

A. True

B. False

Correct Answer: A

QUESTION 8

Quality assurance means the same as total quality control.

A. True

B. False

Correct Answer: A

QUESTION 9

In attending to a speaker you should periodically restate what you heard the speaker say and ask the speaker to confirm that that was the intent of the information spoken.

A. True

B. False

Correct Answer: A

QUESTION 10

When you believe the problem has been solved, it is logical to assume that your customer also agrees.

A. True

B. False

Correct Answer: B

QUESTION 11

Many types of errors can be identified and fixed far more economically by design and code inspections than by testing

A. True

B. False

Correct Answer: A

QUESTION 12

Leadership evaluations are based upon the appropriateness, effectiveness and extent of the executives\\' and of the company\\'s involvement in relation to the size and type of business.

A. True

B. False

Correct Answer: A

QUESTION 13

The receivers of an information systems service are known as a users.

A. True

B. False

Correct Answer: A

QUESTION 14

Which of the following are negative possibilities if quality requirements are not met?

A. Termination

B. Customer complaints and late product

C. Overworking team members and poor product quality

D. Poor quality

Correct Answer: C

QUESTION 15

The Malcolm Baldridge National Quality Award is an annual award to recognize US companies which excel in

A. Quality achievement and quality control

B. Quality assurance and quality control

C. Quality achievement and quality management Meeting all the definitions of quality

Correct Answer: C

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