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QUESTION 1

In which of the following is a user's navigation through an information space guided and structured by the activities of others within that space?

- A. Site map navigation
- B. Social navigation
- C. Link-based navigation
- D. Breadcrumb navigation

Correct Answer: B

QUESTION 2

Which of the following is the best definition of text analytics?

- A. The process of transforming content into a format that can reliably be searched, retrieved, and used by the organization- such as scanning. Web capture, fax capture, mobile capture, and document imaging.
- B. Methods of collaboration and communication through internal channels, internet email, telephone, company-controlled external channels, and/or branded external channels.
- C. A combination of semantic analysis, linguistics, entity extraction, tagging, pattern recognition, lexical analysis, and other forms of artificial intelligence used to infer meaning from bodies of content.
- D. A set of activities required for systematic analysis and control of creation, receipt, classification, maintenance, use, and disposition of recorded information maintained as evidence of business activities and transactions.

Correct Answer: C

QUESTION 3

Vital records are defined as records that are fundamental to the functioning of an organization and are necessary to continue operations during

- A. Normal circumstances.
- B. An external audit.
- C. Extraordinary conditions.
- D. Litigation.

Correct Answer: C

QUESTION 4

Which of the following are possible approaches to defining enterprise content classification structures? (Choose 2)

- A. Enterprise taxonomy
- B. Controlled vocabulary
- C. Collaborative folksonomy
- D. Enterprise data syndication

Correct Answer: AC

QUESTION 5

What would most likely factor into successful implementation of a business intelligence project?

- A. Federated search
- B. Standard taxonomies
- C. Accurate reports
- D. Clean data

Correct Answer: D

QUESTION 6

An international organization with regional finance departments suspects there are inconsistent processes. Which method should be used to identify inconsistencies and develop recommendations for change?

- A. Business analysis
- B. Content analysis
- C. Performance analysis
- D. Bandwidth analysis

Correct Answer: A

QUESTION 7

What are responsible electronic data archiving practices? (Choose 2)

- A. Quickly moving new information from the hard drive to offline magnetic tape storage
- B. Using magnetic tapes, optical disks, or other removable media for offline storage
- C. Preserving data permanently in offline storage
- D. Referencing the records retention schedule

Correct Answer: BD

QUESTION 8

A third-party vendor is in possession of an organization's records. Best practice for the organization is to do which of the following? (Choose 2)

- A. Have the third-party vendor manage and retain records in accordance with the vendor's policy.
- B. Have the third-party vendor manage and retain records in accordance with the organization's policy.
- C. Limit the scope of any litigation matter by excluding records retained by a third-party vendor.
- D. Notify the third-party vendor of relevant legal holds and require acknowledgement and action.

Correct Answer: BD

QUESTION 9

Key components of a successful email management program include which of the following? (Choose 2)

- A. Utilizing technology as the main program driver
- B. Developing policies and procedures
- C. Taking into consideration business processes
- D. Managing email in distributed environment

Correct Answer: BC

QUESTION 10

How can information technologies best enable master data management (MDM) in an organization?

- A. Capture vast quantities of data and information.
- B. Move data and information from one system to another.
- C. Reuse data and information to complete an organization's transactions.
- D. Deliver data and information to people.

Correct Answer: B

QUESTION 11

An organization has an issue with identifying the most recent version of information stored on shared drives. The organization should do which of the following to resolve this issue?

- A. Migrate to a document management solution.
- B. Establish naming conventions for versions.
- C. Create spreadsheets with versioning information.
- D. Implement a records management program.

Correct Answer: A

QUESTION 12

A website privacy policy should provide which of the following options?

- A. Users are able to obtain information from the site without providing personal data.
- B. Users can elect not to receive future emails or share their information with third parties.
- C. Users are of the age of majority in their jurisdiction.
- D. Users can create a user name and password without providing personal data.

Correct Answer: B

QUESTION 13

What is the best option for notifying mobile users with limited-fidelity screen devices about content changes from an Enterprise Content Management (ECM) repository?

- A. Podcast
- B. Text message
- C. Voice mail
- D. Mashup

Correct Answer: B

QUESTION 14

An organization wants to classify a large collection of images, videos, and presentations used by a large, distributed group. Which of the following techniques offers a low-cost, decentralized approach to classification?

- A. Controlled vocabulary
- B. Corporate taxonomy
- C. Folksonomy
- D. Enterprise wiki

Correct Answer: C

QUESTION 15

What is the primary challenge to implementing telecommuting technologies?

- A. Email use
- B. Privacy issues
- C. Networking issues
- D. Managing worker hours

Correct Answer: C

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