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QUESTION 1

Business requirements dictate a need to comply with records management regulations that include unalterable media. Fast access is also a requirement. Which device below BEST fits the requirements?

- A. WORM based optical
- B. DLT
- C. WORM based hard disk
- D. RAID drives in a locked cabinet

Correct Answer: C

QUESTION 2

The customer requires that the database be accessible by third party reporting tools. Which option BEST allows the database to comply with this requirement?

- A. Open Database Connectivity (ODBC) compliant
- B. Full text search capabilities
- C. Availability of user views
- D. FTP accessible

Correct Answer: A

QUESTION 3

During development of an implementation plan for a Document Management System (DMS), senior management requests a list of areas that could negatively affect the outcome of the project. This is known as a:

- A. project charter.
- B. project plan.
- C. change control procedure.
- D. risk management plan.

Correct Answer: D

QUESTION 4

A Document Management System (DMS) will be MOST effective for which of the following tasks?



- A. Increasing document retrieval times
- B. Allowing for shared document access
- C. Performing website management
- D. Providing document image rescaling capability

Correct Answer: B

QUESTION 5

A utility company is required to make board meeting notes publicly available. What would be the MOST efficient and cost effective method to meet this need?

- A. Fax them to anyone who requests them
- B. Print copies and make them available in the lobby
- C. Post the documents on a web server
- D. E-mail them to anyone who requests them

Correct Answer: C

QUESTION 6

A legal firm with three locations must be able to print, scan, distribute, and OCR black and white typed documents among all locations. The network is a Windows 2003 Active Directory domain with Windows XP clients. Each locations LAN is running at 100 Mbps. The locations are connected via three Mbps Digital Subscriber Lines (DSL). Each location will need to scan and print approximately 500-1000 sheets daily. What is the minimum recommended resolution for black and white scanned images used in OCR?

- A. 75 dpi (3 dots per mm)
- B. 300 dpi (12 dots per mm)
- C. 400 dpi (16 dots per mm)
- D. 600 dpi (24 dots per mm)

Correct Answer: B

QUESTION 7

An industrial supply company receives sales orders via fax and hardcopy from their field sales team. The orders are hand delivered to the billing department and faxed to their warehouse in another location. They are thinking of scanning and e-mailing the orders to the warehouse utilizing their e-mail system. Their FIRST concern should be:

- A. the volume of incoming orders.



- B. duplicate orders for the same product.
- C. file size limit of their e-mail system.
- D. paper weight of the order form.

Correct Answer: C

QUESTION 8

When identifying the impact of the proposed solution on an existing network, the following MUST be considered:

- A. TWAIN or ISIS scanners.
- B. peak capture load.
- C. number of display terminals.
- D. flatbed or sheet-fed scanners.

Correct Answer: B

QUESTION 9

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. All of the following are an advantage of making these documents available online in a public folder EXCEPT:

- A. the text is searchable by word, index, or date.
- B. the files are located on a public drive behind a firewall.
- C. there is corporate wide access with appropriate rights.
- D. the documents are no longer only available in a hard copy format.

Correct Answer: A

QUESTION 10

A client wishes to give the advertising department access to the imaging system. The advertising department has Internet access and produces PDF files. The imaging system uses TIFF as its file format. What will MOST likely have to be done?

- A. Install a desktop client



- B. Remove PDF viewing capability
- C. Add a TIFF plug-in to the browser
- D. Add terminal emulation

Correct Answer: C

QUESTION 11

Certkiller is currently experiencing extreme network slow downs during peak periods of network traffic

which occur during peak images times. To solve this problem the network administrator should be advised to do which of the following?

- A. Upgrade imaging workstations.
- B. Schedule user disconnects from the network.
- C. Schedule release of images for off-peak hours.
- D. Limit network rights of those running imaging equipment

Correct Answer: C

QUESTION 12

When designing the input environment for the proposed Document Management System (DMS), which of the following MUST be considered?

- A. Index fields
- B. Postscript (PS)
- C. Type of printers
- D. Storage media

Correct Answer: A

QUESTION 13

A company, Certkiller Inc, is using 90% of its network capacity. They plan to scan 5,000 images per day to a network file server. In order to meet the increased demands on the system, which of the following should be increased?

- A. The network bandwidth.
- B. The number of scanners.
- C. The number of network servers.



D. The number of users on the network.

Correct Answer: A

QUESTION 14

A process to open account relationships between businesses includes mailing forms to be filled out, returned, and entered into the accounting system. This occurs 100 times per day. This process will benefit MOST from which one of the following?

- A. An online forms solution
- B. A new e-mail server
- C. A courier service
- D. An FTP

Correct Answer: A

QUESTION 15

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 16

A finance company receives 10,000 documents per week. 40% of the documents arrive on Tuesday morning. The customer has a five-day work week with seven-hour workdays. Their office space can accommodate only one scanner. What is the minimum effective throughput required for the scanner in order to handle the volume?

- A. 6 pages per minute (ppm)
- B. 10 ppm
- C. 18 ppm
- D. 22 ppm



Correct Answer: B

QUESTION 17

A member of the implementation team discovers that the software vendor is issuing a new version. Which one of the following should be done?

- A. Upgrade after the project completion date
- B. Research the new product to understand its features
- C. Inform the business sponsors
- D. Notify the Project Manager

Correct Answer: D

QUESTION 18

Document type identification has been completed. Who must FIRST sign off on the findings in order for the project to move to the next phase?

- A. Human Resources department
- B. Project Manager team
- C. Chief Executive Officer (CEO)
- D. System end-users

Correct Answer: D

QUESTION 19

A change control plan is concerned with all of the following EXCEPT:

- A. responding to the factors that create scope change.
- B. determining that a scope change has occurred.
- C. documenting baseline project plan assumptions.
- D. managing the actual modifications when and if any occur.

Correct Answer: C

QUESTION 20

The customer is seeking a document management solution strategy. They have been scanning to a file server with



RAID5. The chief search criteria are filename attributes. Each of the end-user desktops has a search engine installed. What is the recommended solution?

- A. The customer purchases a SQL-based Electronic Document Management (EDM) solution.
- B. The customer purchases an outsourced EDM solution that provides full-text retrieval.
- C. The customer maintains their current approach and uses a web browser with the search engine to find documents.
- D. The customer implements an EDM solution using OCR and a dual track indexing with full-text capabilities.

Correct Answer: C

QUESTION 21

A requirements document consists of:

- A. business and technical requirements.
- B. business requirements and a statement of work.
- C. business, technical requirements, and pricing.
- D. business, operational, and resourcing requirements.

Correct Answer: A

QUESTION 22

The customer will add 8,000 documents a day to their Document Management System (DMS) store. During weekday off-hours, all newly added images are required to be backed up. The whole system is backed up on weekends. Which method should be used to limit backup time on weekdays?

- A. Full backup
- B. Imprinting
- C. Incremental backup
- D. Bates coding

Correct Answer: C

QUESTION 23

A system implementation is complete when which of the following has occurred?

- A. All users have been trained and are able to use the system.
- B. All system components have been installed and the system runs well.



- C. The system administrators have reviewed the system and accepted responsibility for it.
- D. The completion standards defined in the agreement have been met and the system performs as described.

Correct Answer: D

QUESTION 24

A local library keeps many important documents relating to the historical landmarks in town. The documents consist of blueprints, photographs, and newspaper articles. The library wants to capture the documents electronically so they can be viewed online. The first concern of the person capturing the documents would be the:

- A. color of the documents.
- B. age and physical condition of the documents.
- C. volume of the documents on file.
- D. number of file cabinets.

Correct Answer: B

QUESTION 25

What do "Star", "Bus", and "Ring" refer to?

- A. Network protocols
- B. Network topologies
- C. Storage configurations

Correct Answer: B

QUESTION 26

A customer using a web application wants to add their technical white papers and make them searchable via specific four digit dates and titles. Which of the following technologies will BEST fill this requirement?

- A. HTML
- B. HTTP
- C. Open Document Management API (ODMA)
- D. XML

Correct Answer: D



QUESTION 27

A company needs to scan 5,000 three-page documents every Monday. Each document is 65 KB in size. What is the annual storage requirement?

- A. 8.2 MB
- B. 16.5 MB
- C. 16.1 GB
- D. 32.5 GB

Correct Answer: C

QUESTION 28

A company would like to capture and manage paper-based documents as well as electronic documents. Which system would BEST allow them to accomplish this?

- A. Web-based forms capture system
- B. XML-based forms capture system
- C. Electronic Document Management System (EDMS)
- D. Peer-to-Peer network system

Correct Answer: C

QUESTION 29

The Return on Investment (ROI) of the proposed Document Management System (DMS) is BEST reviewed with the:

- A. Chief Information Officer (CIO).
- B. help desk.
- C. IT department.
- D. network administrator.

Correct Answer: A

QUESTION 30

The consultant is flow charting the workflow of an Accounts Payable (AP) department. Invoices in the AP department are logged and then forwarded to the department that originated the order. What should the consultant be sure to do?

- A. Contact the vendor who issued the invoice to see what kind of workflow they need to have



- B. Speak with Human Resources about the hiring practices for personnel in the AP department
- C. Interview the Chief Information Officer (CIO) to get their perspective on this workflow and then tie this feedback into the charting processInterview the department that originated the order; document what they do internally with the invoice and how they hand it off to the AP
- D. Interview the department that originated the order; document what they do internally with the invoice and how they hand it off to the AP

Correct Answer: D

QUESTION 31

What is a disadvantage of scanning all images at the highest resolution possible?

- A. Higher expense
- B. Lower quality
- C. Small file size
- D. Compatibility issues

Correct Answer: A

QUESTION 32

Which of the following would be the BEST way to obtain customer commitment for a document imaging project?

- A. Executive briefing with only senior management
- B. Onsite demonstration with customers documents
- C. A series of white papers on the solution
- D. Onsite demonstration with the consultants prepared documents

Correct Answer: B

QUESTION 33

Analysis of customer requirements shows that 55 million new documents need to be scanned each day from worldwide locations. These documents must be in the corporate archive by the beginning of the next business day. Which option describes the MOST reliable solution?

- A. Multiple scan sites feeding regional centers with high-speed dedicated connections to the corporate archive
- B. Volume courier contracts from outlying locations to regional centers with high-speed scanners connected to the corporate archive
- C. Overnight shipping of all documents to the central site which has many high-speed scanners



D. A distributed Internet-based scan subsystem feeding the corporate archive

Correct Answer: A

QUESTION 34

Which user interface feature would best serve a user that needs to quickly review a 10-page document to locate a drawing in the document?

- A. Zoom
- B. Redaction
- C. Thumbnail
- D. Full-text search

Correct Answer: C

QUESTION 35

A procedure that allows for the control of the project scope with respect to proposed changes to the plan is known as a:

- A. cultural change management procedure.
- B. change control procedure.
- C. procurement control plan.
- D. project charter.

Correct Answer: B

QUESTION 36

Currently, corporate headquarters maintains a central document repository with a Records Manager that maintains custody of these confidential documents. There are 18 branch locations connected via intranet with six new additional locations opening within the year. If a branch office needs confidential documents, an e-mail request is sent to the Records Manager who will then fax or overnight the documents to the branch locations. What would be the impact of implementing a browser-based request and delivery solution for the Records Manager?

- A. The position would be eliminated.
- B. There would be no impact on job functions.
- C. They would be overburdened with training end-users, maintaining servers, and adding new users as branches added.
- D. The job function would be easier with higher levels of job satisfaction.

Correct Answer: D



QUESTION 37

A salesconsultant has proposed two different storage solutions: a network-attached RAID array or a network-attached jukebox. What is the major difference between these two solutions?

- A. Jukebox storage capacity is higher.
- B. RAID array storage capacity is higher.
- C. The jukebox allows for faster retrieval.
- D. The RAID array allows for faster retrieval.

Correct Answer: A

QUESTION 38

A company would like to capture incoming invoices and process them through their Accounts Payable (AP) system. Which system would BEST accomplish this?

- A. Intranet based form processing system
- B. Records management system
- C. Image enabled workflow oriented system
- D. SQL database system

Correct Answer: C

QUESTION 39

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 40

A customer has decided to use a Multi-functional Device (MFD) to scan to their file server via FTP. Each department will have its own folder to scan to. What integration details should be documented?



- A. Server OS, FTP server type, and hard disk array type
- B. Back up system used, server OS, and client PC type
- C. Resolution, file type, and FTP server folder hierarchy
- D. FTP server system used, protocol used, and document color space

Correct Answer: C

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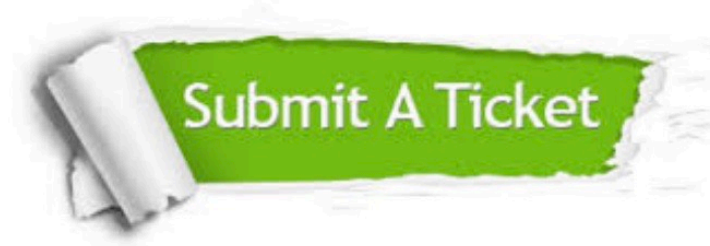
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