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QUESTION 1

A bank has implemented a new image-based signature verification system. Their clients are complaining

because the process now takes longer then 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

QUESTION 2

Integration and connectivity concerns of the proposed Document Management System (DMS) are BEST to review with the:

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

Correct Answer: D

QUESTION 3

During discovery phase interviews with key personnel, a previously unknown critical document type is identified. What should the next step be?

- A. Ignore the document type in order to avoid scope creep
- B. Include the document type in the project scope
- C. Document the discovery and complete a change order request form
- D. Discuss alternatives to including the document type

Correct Answer: B

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QUESTION 4

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 5

A customer is implementing a workflow system with electronic dossiers. During the design of the workflow it has been discovered that there are many exceptions to the process. What is the first step in handling the exceptions?

- A. Validate exceptions through a third party.
- B. Get a commitment on the number of exceptions.
- C. Redesign the workflow system to handle every exception.
- D. Recommend to the client that business processed be redesigned.

Correct Answer: D

QUESTION 6

The technician is required to implement a proof-of-concept for a proposed solution. Which of the following would absolutely be included on the proof-of-concept document?

- A. Final purchase price for the software
- B. Software escrow agreement
- C. Required items to be tested and proved
- D. Purchase order terms and conditions

Correct Answer: C

QUESTION 7

A client is requiring print cost reduction. Which of the following should FIRST be considered?

- A. Suggesting use of a recyclable toner cartridge
- B. Tracking the print volume by use of printer management software

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- C. Setting a limit of print volume by use of printer management software
- D. Suggesting use of an optional double-side unit for the printing device

Correct Answer: B

QUESTION 8

The accounting department produces 175 documents per day. 20% of those documents are faxes with the rest being printed single page orders. Faxes do not require scanning. How many scanned images will the accounting department produce per a five day work week?

- A. 140 images
- B. 175 images
- C. 700 images
- D. 875 images

Correct Answer: C

QUESTION 9

While reviewing a projects proposed timeline, it is found that the Document Management System (DMS) rollout schedule is unrealistic. A discussion should be held FIRST with the:

- A. Chief Executive Officer (CEO).
- B. project sponsor.
- C. end-users.
- D. system storage managers.

Correct Answer: B

QUESTION 10

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

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QUESTION 11

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 12

Certkiller has requested a document imaging solution, and a consultant has completed interviews with the project leader and key personnel during the analysis of the Certkiller \\'s document imaging requirements.

Which of the following is the next logical step for the consultant to take?

- A. Recommend a solution.
- B. Create a summary report
- C. Identify possible solutions
- D. Map the final document flow.

Correct Answer: C

QUESTION 13

An insurance company must completely eliminate paper as a result of government legislation. Which of the following BEST describes the rationale for doing so?

- A. Risk management
- B. Cost reduction
- C. Revenue increase
- D. Better customer service

Correct Answer: A

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QUESTION 14

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 15

A client has to output documents and their associated metadata to many disparate systems, most of

which are not controlled by the client. Which of the following technologies would best facilitate this output?

- A. XML
- B. API
- C. DDE
- D. BLOBs

Correct Answer: A

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