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QUESTION 1

A strategy to communicate change to an organization's information management systems or processes should (Choose 2)

- A. Identify and segment audience groups.
- B. Select preferred senders of the communication.
- C. Send the same message to everyone.
- D. Define one channel for communication.

Correct Answer: AB

QUESTION 2

What is the difference between a functional requirement and a nonfunctional requirement?

- A. A functional requirement describes the behavior of the system while a nonfunctional requirement describes the required qualities of the system.
- B. A functional requirement describes the quality attributes of a system while a nonfunctional requirement describes the capabilities of a system.
- C. A functional requirement describes an in-scope feature desired while a nonfunctional requirement describes items which have been de-prioritized.
- D. A functional requirement describes the solution of a system while a nonfunctional requirement describes the implementation of a system.

Correct Answer: A

QUESTION 3

Which of the following is a key benefit of metadata?

- A. It is used specifically for electronic records management.
- B. It determines retention value.
- C. It supports and ensures the evidential value of records.
- D. It ensures transparency in an organization.

Correct Answer: C

QUESTION 4

Three organizations are collaborating on a project, using a distributed information architecture. Each organization has its own procedure for giving privileges to information, resulting in inconsistent access to information. The project manager asks the information manager to recommend a solution that gives team members consistent access to information. The information manager's recommendation is to

- A. Develop a standard checklist for all administrators to use.
- B. Route all access requests to one administrator.
- C. Control user privileges based on the user's organization,
- D. Control user privileges based on the user's role.

Correct Answer: D

QUESTION 5

Digital Rights Management (DRM) benefits an organization by

- A. Providing a platform that manages encryption.
- B. Extending compliance policies to content beyond managed environments.
- C. Identifying misuse of proprietary Web-based information.
- D. Supporting desktop documents, email, HTML, and Web applications.

Correct Answer: B

QUESTION 6

A means to capture, monitor, and leverage intellectual capital within communities of practice is known as

- A. Information Sharing
- B. Knowledge Management
- C. Information Transference
- D. Knowledge Delivery

Correct Answer: B

QUESTION 7

Primary benefits of cloud computing include which of the following? (Choose 2)

- A. Agile development
- B. Resource pooling
- C. Global connectivity
- D. Rapid elasticity

Correct Answer: BD

QUESTION 8

Three organizations are collaborating on a project. The project has a distributed information architecture where information is distributed across many systems hosted by the different organizations. The team developed a list of system URLs and frequently-accessed information, but many team members still cannot readily locate information. The project manager asked the information manager to recommend a quick and relatively inexpensive solution that allows all team members to find information more easily. The information manager's recommended solution is to

- A. Use a standard taxonomy for all systems.
- B. Develop a web portal for the project team.
- C. Develop a federated search strategy that will integrate all systems.
- D. Move all information to one Enterprise Content Management (ECM) system.

Correct Answer: B

QUESTION 9

Knowledge Management should be seen as a (n) (Choose 2)

- A. Ongoing practice.
- B. Emerging market.
- C. Toolset.
- D. Discipline.

Correct Answer: AD

QUESTION 10

Which of the following measures can be taken to secure information during web conferencing? (Choose 3)

- A. Set the meeting recording option to "always on."
- B. Close desktop sharing when no longer needed.
- C. Create a unique, strong password for each meeting.
- D. Use the phone to conduct the audio portion of web meetings.
- E. Hide lists of meeting topics to keep sensitive topics confidential.
- F. Implement a firewall at home for web conference participation.

Correct Answer: BCE

QUESTION 11

- A. Blog
- B. Email
- C. Wiki
- D. Microblogging

Correct Answer: C

QUESTION 12

What are the key benefits of implementing an instant messaging (IM) solution in a geographically distributed global organization? (Choose 2)

- A. Auto-translation between languages
- B. Online presence
- C. Real-time messaging
- D. Quality of service (QoS)

Correct Answer: BC

QUESTION 13

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 14

Text analytics is also known as

- A. Email- and text-extraction services.
- B. Visualization and networking,
- C. Hardware and software services.
- D. Text mining and information extraction.

Correct Answer: D

QUESTION 15

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

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