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Exam : **225-030**

Title : CDIA+ Certification

Version : DEMO

1. All of the following are inputs to project schedule development EXCEPT:

A. change requests.

B. lead- and lag-times.

C. resource requirements.

D. resource availability.
Answer:A

2. The Human Resources department receives applications: 10% by fax, 30% by e-mail, and 60% by mail. All applications are two-sided forms. Applications received by mail must be scanned into the Document Management System (DMS). If 300 applications are received by the Human Resources department per week, how many images will be scanned per week?

A. 300

B. 360

C. 400

D. 600
Answer: B

3. A company is required to create a training class for a proposed Electronic Document Management System (EDMS). All of the following factors would be considered for end-user training EXCEPT:

A. the assessed skill level of individuals.

B. the document management needs of the organization.

C. the architecture of the network.

D. the current manual processes regarding documents.
Answer: C

4. A client wishes to establish a Document Management System (DMS) for handling a large volume of standard documents to be scanned. The client wants to enable search capabilities for certain information on the documents. Which of the following is the MOST appropriate solution?

A. Form recognition and entire document search

B. Form recognition and index search

C. Zonal OCR and entire document search

D. Zonal OCR and index search

Answer: D

5. 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
Answer: B

6. A company has a single call center. It will introduce new products that will increase customer service calls. The company wants to handle an increasing number of calls without adding personnel or decreasing customer service levels. Which aspect of workflow technology should it consider?

A. Pre-retrieval of customer folders

B. Sorting of documents in a work queue

C. Load balancing

D. Work monitoring
Answer:A

7. A proposed scanner uses TIFF Group 4 compression. What will be the average size of a black and white A4 sized

(8.5
inches x 11 inches or 216 mm x 279 mm) document at 600 dpi (24 dots per mm)?
A.
50 K bytes
B.
180 K bytes
C.
210 K bytes
D.
380 K bytes
Answer: C

8. When reviewing potential software choices to propose to a client, the MOST important aspect to consider from the following is:

A. the price of the potential software solution.

B. how well the software meets the clients needs.

C. the cost of the annual maintenance agreement of the software.

D. how robust the software is.
Answer: B

9. A company would like to scan documents for disaster recovery purposes. Which system would be most appropriate?

A. Knowledge Management System (KMS)

B. Image Management System (IMS)

C. Electronic Document Management System (EDMS)

D. Storage Area Network (SAN)
Answer: B

10. Many of the documents to be scanned by a customer are sales invoices with a yellow background. A feature of the proposed scanning solution should include:

A. image enhancement.

B. deskew.

C. color dropout.

D. color enhancement.
Answer: C

11. A customer is performing incremental backups nightly. At the end of the month they review a list of documents that have reached their end of life and determine if they can be destroyed. Which of the following BEST describes the records storage management process?

A. The customer does not have a records management process.

B. The customer has an informal records management process.

C. The customer has a formal records storage management process.

D. The customer has a document capture process.
Answer: C

12. Which of the following are elements of a communication plan?

A. Ethernet and TCP / IP

B. Project charter and project plan

C. E-mail and FTP

D. All-hands meetings and intranet postings

Answer: D

13. A document that would address the repurposing or reorganization of staff, the benefits of a new system, and the increased market value of staff due to new skills is called a:

A. cultural change management plan.

B. project management plan.

C. human resource plan.

D. project objectives document.
Answer:A

14. A business requires its employees to have access to internal documents via the Internet. Which of the following technologies will allow access to those documents and maintain security of the connection?

A. Checksumming

B. Public Key Infrastructure (PKI)

C. Watermarking

D. Virtual Private Network (VPN)
Answer: D

15. All of the following are routing features of production workflow EXCEPT:

A. work monitoring.

B. support for multiple queues based on work type.

C. sorting queues in date order.

D. pending or holding items.
Answer:A

16. While validating requirements, it becomes apparent that multiple solutions could fit the customers needs. The consultant should:

A. pick the solution they feel is best suited.

B. choose the least expensive option in terms of price to help win the business.

C. present the alternatives to the customer for discussion.

D. pick the most feature rich solution.
Answer: C

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
Answer: D

18. 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.
Answer: B

19. 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
Answer:A

20. The proposed project plan requires that documents must have a file plan and track all access attempts. What MUST be part of this solution?

A. A records management system

B. A storage management system

C. A scan subsystem

D. Annotation and redaction capabilities
Answer:A

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