

COMPTIA 225-020 EXAM QUESTIONS & ANSWERS

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COMPTIA 225-020 EXAM QUESTIONS & ANSWERS

Exam Name: CDIA+ CERTIFICATION EXAM-2002 OBJECTIVES

Exact-Exams

QUESTION 1

A content management solution has been designed for a company. In order to complete the implementation it will be necessary to remove user access to the content management database for several hours a day for several weeks. How should this requirement be addressed?

- A. Solicit the vendors' input for the best times to conduct implementation tasks.
- B. Solicit the solution owner's input for the best times to conduct implementation tasks.
- C. Redesign the solution so that all of the implementation can be handles in one 24- hour period.
- D. Indicate to the solution owner that the best time for implementation tasks is 10 pm

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

An Implementation Plan for a new imaging application should contain which activities?

- A. Forms design, create the document retention strategy document and layout the workflow rules and roles.
- B. Integrate the production imaging system into the existing IT network, connect it with the legacy systems; upgrade all of the desktop computers.
- C. Verify that images are delivered to the desktop, that the records are written in the database, and check that the images are stored on optical disks.
- D. Define production procedures; create user and technical documentation; plan and execute user and system administration and plan the roll-out in the organization.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

A company, JOHOEY 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?

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- 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

An organization currently microfilms all source documents. While filming, the source document is unavailable for a minimum of three days. A document imaging system has been proposed where documents will now be scanned. What is the best advantage of the proposed system?

- A. Scanned images are higher quality.
- B. Documents are available immediately.
- C. Scanners are more reliable than cameras.
- D. Microfilm can be created from the scanned documents.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 6

An imaging consultant has just finished a presentation showing document retrieval over the Web. The client has specified that this is a requirement of the project. However, after the demonstration the IT group is expressing concerns about opening their system up to the Internet. How should the consultant respond to the IT group?



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- A. Tell them that the project team is satisfied.
- B. Ignore them, as the project requirements are met.
- C. Demonstrate the retrieval of the documents again.
- D. Explain to them the security components of the solution.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Which of the following parties would most benefit from producing a structured training document?

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- A. IT
- B. CIO
- C. Vendor
- D. Help Desk

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Companies have always taken precautions with the physical security of their records.

Which of the following security precautions is the most important when transmitting electronic documents over the Internet?

- A. Digitally sign and watermark all documents before publication.
- B. Limit access to the documents using encryption and authentication.
- C. Limit access to the documents by implementing a firewall and HTTPS.
- D. Require users to enter password and date of birth in order to access documents.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

JOHOEY accesses a host-based line-of-business application using a standard telnet session and terminal emulator, as well as accessing other electronic documents from their mixed network environment. Documents are typically scanned, routed between departments, and captured from the host print queues. Which of the following is the most cost-effective solution to implement?

- A. An RDBMS integrated into the system using EDI.
- B. A host-based workflow system with imaging and COLD capabilities.
- C. A custom developed mainframe-based system, including multiple high-speed scanners and printers.
- D. A network-based document management system that will use screen-scraping to image-enable the host system.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

A medical laboratory has implemented a document management solution in which saved reports need to be faxed to medical practitioners. With the current system, reports are printed from a PC to an inkjet printer and then the document is faxed manually to the practitioners. How can this system be altered to produce the best return on investment?

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- A. The system used is the most effective available.
- B. Replace the inkjet printers with laser printers.
- C. Add a fax modem and fax the documents to practitioners.
- D. Use dot-matrix printers because they are less expensive to own and operate.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

JOHOEY is capturing index-size cards with a document management system. Each document is approximately 5KB. The retention requirement is six months. The document retrieval rates are highest during the first 90 days of the document life cycle.

Which document storage type would best fit JOHOEY 's requirements?

- A. DVD
- B. DLT
- C. RAID
- D. WORM

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Because of document size and only keeping six months.

QUESTION 12

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

Section: (none)

Explanation

Explanation/Reference:

The answer should be "C" because thumbnails show small versions of the images so you that you can select the one you need.

QUESTION 13

Which documents should the Project Manager for a system integrator review with the customer to manage long-term expectations approximately?

- A. Issues Log and Training Plan.
- B. Service Level Agreement and Change Order Procedures.
- C. Business Process Analysis Document and Gap Analysis.
- D. User Technical Documentation and Implementation Schedule.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

The accounting department has 400,000 images in a jukebox located in the computer room. They expect the volume to increase by 50% next month. So far, image retrieval response is fair.

Which of the following changes will improve performance with a minimal investment?

- A. Physically move the jukebox to the accounting department.
- B. Move the bridge inside the network segment of the accounting department.
- C. Move the jukebox inside the network segment of the accounting department.
- D. Move the database inside the network segment of the accounting department.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

What are common levels of security when accessing a document in a Document Management System?

- A. Read-only, write access and full access.
- B. A hidden document and an unhidden document.
- C. A protected document and an unprotected document.
- D. No access, read access, write access and delete access.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 16

A large volume of surveys are distributed, returned, and scanned. These surveys have text boxes and check boxes.

Which is the best technology for capturing these documents, indexing them, and

extracting the data?

- A. OCR/ICR
- B. Workflow
- C. Forms processing
- D. Document Imaging

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

JOHOEY has determined that it should make use of a high-volume, enterprise-oriented SQL compliant database solution.

Which of the following is the LEAST appropriate choice for the company?

- A. DB2
- B. Oracle
- C. Sybase
- D. Microsoft Access

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

When a disaster recovery plan is designed, a company should do which of the following?

- A. Hire a records manager.

- B. Move all of the records off site.
- C. Consider the cost implementation.
- D. Identify the vital records within the organization.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 20

When a workflow system is designed, what technique can be used to speed up

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approval cycles for documents when multiple people are involved?

- A. Parallel routing
- B. Multiple servers
- C. Sequential routing
- D. Automatic recognition

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

A software modification is being implemented on an existing document management system.

Which information is the LEAST important to communicate to the solution owner?

- A. List of software fixes and patches.
- B. Scheduled maintenance window.
- C. Full description of system changes.
- D. Roll back strategy if software modification fails.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

When a consultant recommends a scanner to a client, what percentage of the scanned pages need to be two-sided in order to cost justify a duplex scanner?

- A. 10-20%
- B. 30-40%
- C. 50-60%
- D. 70-80%

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

JOHOEY had designed a new system for processing and then viewing the student records from the Web. Each student has one image(8 1/2" x 11") that was scanned at 300 dpi and when compressed takes up approximate 52KB of space. Which of the following methods has been used to store the image?

- A. DjVu
- B. LDF LuraDoc
- C. ITU (CCITT) Group IV
- D. ITU (CCITT) Group III

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Group 3 is 10% compression.

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Group 4 is 20% compression.

This is the right size for Group 4 image - 50k for 300 dpi, and 20k for 200 dpi.

QUESTION 24

What is one advantage of using a "group" to secure access to a type document or folder rather than assigning permissions to individual system users?

- A. Group security provides stronger security than individual security on documents.
- B. It is easier to see who has access to a document by group name than by user's names.
- C. Imaging systems only provide security at group levels and it is impossible to secure documents by user.
- D. As conditions change it is easier to remove or add users to a group than to track individual permissions.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

When library services are assigned for a document management system, what elements should be discussed with the customer?

- A. Integration aspects, user interface
- B. Versioning, document life cycle, attributes
- C. Scanning, image enhancement, display of image
- D. View and edit applications, on-line content conversion

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

When a meeting is planned to obtain design approval for a legacy system interface, a representative of which of the following parties must be in attendance?

- A. End-users
- B. Project Manager
- C. Project sponsor
- D. Information systems

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

Note: If only one then the answer would be "C."

QUESTION 27

A client wants to capture images of documents in a warehouse at the point of shipping. The application must facilitate the scanning of the documents in a completely automated manner (hands-free after placing images on scanner). Which of the following technologies should be employed to facilitate this?

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- A. OCR, ADF, and XML
- B. Barcodes, ADF, and DDE
- C. Screen Scraping, XML, and Barcodes
- D. Scanner Polling (API), Barcodes, and ADF

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

JOHOEY is currently digitizing forms and documents in an imaging system and has identified the requirement to forward these documents in a pre-defined and controlled way from one worker to another worker for processing. What kind of solution should the company consider?

- A. E-mail routing
- B. Ad hoc workflow
- C. Production workflow
- D. Intranet distribution

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Once the customer has signed off on the formal requirements documentation, what happens when new requirements are added to the solution if there are no controls in place?

- A. Requirements creep
- B. Requirements renewal
- C. Requirements expansion
- D. Requirements re-gathering

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Requirements creep is a tendency for product or project requirements to increase during development beyond those originally foreseen, leading to features that weren't originally planned and resulting risk to product quality or schedule.

QUESTION 30

If a group of users has difficulty accessing backfile documents on a near-line device, then which of the following devices would most likely be the cause?

- A. Jukebox
- B. RAID Unit
- C. Image Server
- D. Application Server

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Online = RAID Unit

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Near-line = Jukebox

Far-line = Bookshelf

Off-line = Not in system

The answer, therefore, should be "A," as it is the only near-line device listed.

QUESTION 31

Which of the following would NOT be a part of the requirements document that would be presented to a client?

- A. Project timeframe
- B. Total cost of ownership
- C. Implementation objectives
- D. Characteristics of paper to be scanned

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

The technical manager in an imaging/document management company is responsible for all aspects of the client's system installation.

What are three things that will ensure all installations are completed in a consistent manner?

- A. A written budget, written scope of work, workflow diagrams.
- B. A project plan, the system integrator's reputation, detailed budget.
- C. A written implementation plan, design reviews, post-implementation review.
- D. Phone consultations, contract vendor and customer, approved by the customer's CEO.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

A customer's solution requirements can be addressed by implementing either a client/server or a Web-based system.

What factors other than cost should be considered?

- A. The hardware and software required to run the product.
- B. What the system integrator feels more comfortable implementing.
- C. The amount of client side functionality and the degree of local administration required.
- D. Stability, location, number of dedicated resources, and overall flexibility of the solution provider's management and staff.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

In order to determine the tasks internal departments perform and to evaluate the

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skill levels associated with these tasks, projects are best implemented from:

- A. The top down
- B. The bottom up
- C. Parallel levels
- D. The corporate level

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

JOHOEY plans to implement a new document management solution and move from optical storage to RAID5 storage. When they convert the document images from the optical platters to RAID5, how many pages will there be from a jukebox with ten 2.6GB platters, each of which 90% is full, assuming that average image size is 50KB?

- A. 468,000 pages
- B. 520,000 pages
- C. 4,680,000 pages
- D. 5,200,000 pages

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

A city has determined that it will provide access to City Council minutes and upcoming agenda items.

Which is the best solution that will allow for the broadcast access for all interested parties?

- A. Use of an FTP site.
- B. Web-based Internet access.
- C. Publication on CD-ROM for distribution.
- D. Public Kiosk availability at various sites, including libraries.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

In relation to a Records Retentions Plan, which of the following statements most appropriately reflects the best practice procedure in industry for document destruction?

- A. Records can be destroyed as soon as they are committed to WORM or read-only media.
- B. Records can be destroyed only in the regular course of business under a formalized program.
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- C. For every image a corresponding paper document must always be kept offsite to be amissible in court if necessary.
- D. The consultant can determine when a record can be destroyed from a Hierarchical Storage Management (HSM) Plan.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

The answer should be "B" because the handling of anything to do with records must be a part of a regular course of business to be admitted in a court of law.

QUESTION 38

A customer wished to integrate a custom-built third-party image viewing and manipulation application into their current office software package. They want to keep integration to a minimum and be able to launch the imaging application by a Toolbar icon. Which of the following would be the best tool to use in this situation?

- A. Dynamic Data Exchange
- B. Object Linking and Embedding
- C. Structured Query Language
- D. Application Programming Interface

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

the answer should be "A" because the API cannot be used to make a Toolbar in office software. Another technician says that you can use API for both office and the imaging software. To do this, therefore, "D" would be correct. In accordance with the CBT, it is both "A" and "D" working together.

QUESTION 39

JOHOEY is considering integrating its imaging system with its accounting application.

Which two items may be used to assist in the smoothes integration?

- A. API and DDE
- B. EDI and XML
- C. SMTP and MAPI
- D. CCITT and IEEE

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

JOHOEY adds 5,000 documents per week to its CD jukebox and indicates that response times for image retrieval are increasing dramatically.

Which of the following will provide the greatest improvement in response times?

- A. Move the images to a RAID5 array.
- B. Move the images to an optical jukebox.
- C. Add a second scanning workstation.
- D. Add a second CD jukebox to the network.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

What is the technology that places computer-generated documents directly onto storage media?

- A. OLE
- B. MICR
- C. COLD/ERM
- D. Microfiche

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

A bank has implemented a new image-based signature verification system. Their clients are complaining because the process now takes longer than 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

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 43

Color images are scanned but on review of the resulting bitonal images there are empty spaces where there are red letters on the original pages. What is the most likely cause of this problem?

- A. Red is the drop-in color.
- B. Red is the drop-out color.
- C. Red is the threshold color.

D. Red cannot be seen in a bitonal image.

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

The answer should be "B" as drop-out is used to drop background colors of shaded paper.

QUESTION 44

JOHOEY scans 500 8,5" x 11" two-page, duplex documents every day as 300 dpi Group 4 TIFF images. If each imaged page is an average of 50KB, approximately how many days can they operate before they run out of storage space on their 60GB hard drive?

- A. 300 days
- B. 600 days
- C. 950 days
- D. 1,200 days

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

The process of scanning historical paper based documents is known as:

- A. Pre Fetching
- B. Backfile Conversion
- C. Day Forward Scanning
- D. Hierarchical Storage Management (HSM)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

JOHOEY is scanning images over the network.

What effect would increasing the scan resolution have?

- A. A decrease in document quality.
- B. An increase in image size.
- C. An increase in scanning speed.
- D. An increase in network performance.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 47

JOHOEY needs to send scanned forms to various remote offices. They receive and scan 100 forms a day. Approximately how long would it take to transmit 100 50KB images using a 56Kbps modem assuming a 10% throughput reduction for overhead?

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- A. 8 minutes
- B. 13 minutes
- C. 18 minutes
- D. 26 minutes

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

$100 * 50 * 8 / (56 * 0.9)$ seconds

QUESTION 48

A consultant analyzing JOHOEY 's document imaging requirement discover that there appears to be a number of concerns from users about changing to a new system.

Which of the following is the best way to address such concerns?

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- A. Ask the project leader or company management to deal with the situation.
- B. Emphasize that it has been a management decision to change to the newer system.
- C. Consider end-users' concerns and determine whether they can be met through education or changes in the solution.
- D. Implement the changes provided that the management/project leader agrees with the recommendation for the newer system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:**QUESTION 49**

JOHOEY is implementing a document imaging system and making the images available via the Internet.

Which of the following issues is the most important security consideration?

- A. User profiling
- B. Virus protection
- C. Firewall configuration
- D. Disaster recover and data restoration

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 50**

A bank needs to capture checks to support its customer service function. They need to scan, index and route them.

Which of the following would help them automate this process?

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- A. Barcodes
- B. MICR coded
- C. Patch codes
- D. Uniform check color

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:**

The answer should be "B" because the (M)ICR is magnetic. It reads the number at the bottom of a check.

QUESTION 51

JOHOEY wants to implement a scanning solution to scan double-sided documents at the most efficient cost. They expect to scan in excess of 800 sheets per day. Which of the following solutions will provide the best return on investment?

- A. A 20 ppm duplex scanner with ADF.
- B. A 20 ppm simplex scanner with ADF.
- C. A 40 ppm simplex scanner with ADF
- D. A 40 ppm duplex scanner with hand-feed

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

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QUESTION 52

JOHOEY needs an EDM solution for their invoice.

Which of the following should be considered first when JOHOEY 's requirements are assessed?

- A. Retention period for invoices.
- B. Peak volume of invoice processing.
- C. The quantity of invoices they process.
- D. Document source of invoices such as paper or electronic.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 53

A consultant analyzing a company's backfile conversion requirement discovers that the backfile documents in question are in poor condition and will not be recalled very often. The company agrees that these documents will only be added to the system when they are requested. Which of the following best describes this method of document conversion?

- A. Scan-on-demand
- B. Temporary conversion
- C. Transition conversion
- D. Day-forward conversion

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

After analyzing a department's business process, the consultant notices several redundant steps in data entry that impede efficiency. He recommends significant changes.

Which of the following should the consultant provide to communicate these changes?

- A. User manuals
- B. A white paper
- C. Proof of concept
- D. Technical manuals

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

A trusted third party that issues digital certificates for documents containing digital signatures would be referred to as:

- A. INTERNIC
- B. A Certificate Authority
- C. A Certificate Standards Committee
- D. An Organization Registration Authority

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



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