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**Vendor:** CompTIA

**Exam Code:** 225-020

**Exam Name:** CDIA+

**Version:** Demo

**Question: 1.**

Which of the following is the most effective way of assessing employees' skill levels?

- A. Evaluate job performance.
- B. Consider the length of time with the company.
- C. Review results of job-specific test scenarios.
- D. Assess results of examinations with true/false questions.

**Answer: A**

**Question: 2.**

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

**Answer: C**

**Question: 3.**

A consultant analyzing Company'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?

- 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.

**Answer: C**

**Question: 4.**

Company 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

**Answer: C**

**Question: 5.**

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?

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

**Answer: B**

**Explanation:**

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

**Question: 6.**

Company plans to use an EDM system to capture and manage the invoices it generates from its financial system.

Which of the following solutions would require the LEAST storage volume?

- A. Print invoices to fax and import.
- B. Print invoices to printer and batch scan.
- C. Print invoices to file and import via COLD/ERM.
- D. Print invoices to digital copier and batch scan.

**Answer: C**

**Explanation:**

The answer should be "C" because you're using a text file for import that is a lot smaller.

**Question: 7.**

A large corporation, Company.com, is planning to implement an electronic document management solution as part of its knowledge management initiative.

What aspect of the corporate environment is most likely to be affected?

- A. Employee diversity and hiring.
- B. Cost of hardware and software.
- C. Employee access to information.
- D. Staffing and overtime requirements.

**Answer: C**

**Explanation:**

The answer should be "C" as employees will then have fast access from their desks.

**Question: 8.**

Company 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

**Answer: A**

**Question: 9.**

Company 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.

**Answer: C**

**Question: 10.**

Company needs an EDM solution for their invoice. Which of the following should be considered first when Company'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.

**Answer: C**

**Question: 11.**

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

**Answer: A**

**Question: 12.**

Who should retain the project documentation and archive after the implementation has been completed?

- A. IT Manager
- B. Project owner

- C. Consultant
- D. Technical project leader

**Answer: B**

**Question: 13.**

A business receives a total of 2,000 forms a day via fax and standard mail. Each form consist of two single-sided pages. 60% of the forms are received via standard mail. The faxed forms are directly captured electronically for the document management. How many pages will pass through the scanner a day?

- A. 1,200
- B. 2,000
- C. 2,400
- D. 4,800

**Answer: C**

**Question: 14.**

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 .

**Answer: C**

**Question: 15.**

During the design phase, the client learns what OCR is and suggest that all new business applications be processed using this technology.

How does this affect the capital budget?

- A. Decrease, as the OCR process creates a small text file.
- B. Decrease, as no human intervention is required in the index fields.
- C. Increase, as more hardware and software will be required.
- D. Increase, as approximately five times the storage is required.

**Answer: C**

**Question: 16.**

Several employees working on a project need to download documents from the document management system and upload the amended documents later.

Which of the following best describes the feature of a document management system required to ensure that no one else changes the document until it is uploaded?

- A. File hiding
- B. File replication
- C. Checkout and Checkin
- D. Assign read-only right to the document

**Answer: C**

**Question: 17.**

HSM offers which of the following capabilities in an EDM system?

- A. Transfers data between media based on usage.
- B. Manages content based on semantic relations.
- C. Manages users rights and inheritance relations.
- D. Manages server security in a distributed system.

**Answer: A**

**Explanation:**

HSM =Hierarchical Storage Management

**Question: 18.**

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

**Answer: B**

**Question: 19.**

Which of the following is responsible for providing estimates on timeframes, resources and related issues when an implementation plan is created?

- A. The customer.
- B. The project team.
- C. The sales consultant.
- D. The manager of the imaging department.

**Answer: B**

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