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QUESTION 1

The workbench definition should contain a policy statement. The objective of the policy statement is which of the following?

- A. Define why the workbench is performed
- B. Define what the workbench is to accomplish
- C. Explain how the workbench will perform the tasks
- D. Define the quality of the offered product
- E. Define who is accountable for performing the workbench

Correct Answer: A

QUESTION 2

Baselines should always be based on objectively measured data. For this reason, baselines should never be based on subjective measures.

- A. True
- B. False

Correct Answer: B

QUESTION 3

Which of the following is the primary objective of a quality improvement program?

- A. Ensure our users are adequately trained in their work processes
- B. Reduce the defect rate in IT products and processes
- C. Identify the individuals responsible for poor quality
- D. Train workers in how to do quality work
- E. Identify processes that no longer work

Correct Answer: B

QUESTION 4

If you acquired COTS software and were attending a demonstration of that software, what aspects of that software would you want to observe during the demonstration?



- A. Understandability
- B. Clarity of Communication
- C. Functionality of the Software
- D. Effectiveness of Help Routines
- E. All the above

Correct Answer: E

QUESTION 5

Process _____ allows priorities to be set for defining or improving processes.

- A. Execution
- B. Management
- C. Planning
- D. Monitoring

Correct Answer: C

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