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QUESTION 1

A flowchart is a visual representation of how a process works. All of The following are general rules that apply to flowcharting EXCEPT:

- A. Connectors should be used to connect breaks in the flowchart (e.g., from one page to another).
- B. Ask questions in a low-key, professional style.
- C. The exit point for all flowchart symbols should be at the bottom, except for the decision symbol. The decision symbol should have two exit points; these can be on the sides or on the bottom and one side.
- D. Flowcharts generally flow from top to bottom and from left to right.

Correct Answer: B

QUESTION 2

The most common form of service delivery is via government employees. It is this approach that has created bureaucracies at the national, regional, and, in some cases, local level. All of the following given below are some of the disadvantages of direct delivery of services by government employees EXCEPT:

- A. Increased lead time for deployment of new programs as internal staff resources are allocated among current and proposed programs.
- B. Indirect ("hidden") costs to program (pension, benefits, training, etc.).
- C. Direct ("hidden") costs to program (pension, benefits, training, etc.).
- D. Decreased flexibility to make changes/reductions (due to constraints on hiring, layoffs, and position reclassification).

Correct Answer: C

QUESTION 3

All of the following are the distinguishing features of a project EXCEPT:

- A. It is characterized by phases or milestones (e.g., needs analysis/feasibility assessment of options, project plan, project implementation, completion/post-project evaluation).
- B. Making organizational charts.
- C. It is defined by a specific objective.
- D. It has a beginning and an end.

Correct Answer: B

QUESTION 4



_____ covers strategy and tactics and concerns the identification of the way information technology can best contribute to the achievement of objectives. Where as _____ covers the identification, development or acquisition, and integration of IT solutions into the business process.

- A. Acquisition and Implementation (AI), Planning and Organization (PO)
- B. Planning and Organization (PO), Acquisition and Implementation (AI)
- C. Delivery and Support (DS), Monitoring (MN)
- D. Monitoring (MN), Delivery and Support (DS)

Correct Answer: B

QUESTION 5

_____ enables managers and auditors to directly link the costs of program resources to the objects produced, whether the objects are products or services. The link is established through the costing of the activities performed in producing the object.

- A. Activity-based costing (ABC)
- B. Batch costing
- C. Life-Cycle costing
- D. process costing

Correct Answer: A

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