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QUESTION 1

What is the most effective way to capture and manage content posted to commercial social media sites? (Choose 2)

- A. Use the sites\' native capabilities and APIs to identify and capture relevant content,
- B. Capture content as screenshots, then print and file according to the classification system.
- C. Create applicable search queries and RSS feeds and capture the resulting outputs.
- D. Develop custom applications that can capture content directly from the sites.

Correct Answer: AC

QUESTION 2

What are the core challenges faced by business leaders today to establish an Information Workplace? (Choose 2)

- A. Accurate and timely information is not available to support quick response and decision- making.
- B. The technology available is not enough to integrate various sources of structured and unstructured information.
- C. There are multiple data repositories without governance.
- D. An information management strategy or infrastructure is in place.

Correct Answer: AC

QUESTION 3

Processes for ensuring successful execution or implementation of a project plan include (Choose 2)

- A. Handoff of contract administration duties as soon as providers have been selected.
- B. Quality assurance testing to evaluate overall project performance on a regular basis.
- C. Ensure project is planned and audited by a neutral third party,
- D. Proposal, bid, offer, or quote solicitation and selection as appropriate.

Correct Answer: BD

QUESTION 4



Social tagging capabilities of enterprise social media are also referred to as

- A. mashups
- B. folksonomies
- C. microblogging
- D. cloud computing

Correct Answer: B

QUESTION 5

Which of the following are potential benefits included in a business case for a workflow solution? (Choose 3)

- A. Improved customer service
- B. Operational cost reduction
- C. End user adoption
- D. Compliance and risk reduction
- E. Implementation cost reduction
- F. Better documentation

Correct Answer: ABD

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