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QUESTION 1

Instant messaging (IM) systems are sometimes more effective than email because

- A. IM systems cannot be used to transmit computer worms or viruses.
- B. Conversations conducted on IM systems are not considered records.
- C. IM enables instant, real-time communication among multiple users.
- D. IM's encryption features prevent users from disclosing confidential information.

Correct Answer: C

QUESTION 2

An organization wants to classify a large collection of images, videos, and presentations used by a large, distributed group. Which of the following techniques offers a low-cost, decentralized approach to classification?

- A. Controlled vocabulary
- B. Corporate taxonomy
- C. Folksonomy
- D. Enterprise wiki

Correct Answer: C

QUESTION 3

Knowledge Management should be seen as a (n) (Choose 2)

- A. Ongoing practice.
- B. Emerging market.
- C. Toolset.
- D. Discipline.

Correct Answer: AD



QUESTION 4

Best practice for managing email is to

- A. Keep email indefinitely to avoid spoliation.
- B. Keep only those emails that are needed, for as long as they are needed.
- C. Delete email on a regimented schedule.
- D. Allow employees to manage their own email as they choose.

Correct Answer: B

QUESTION 5

Unstructured information differs from structured information because it is (Choose 2)

- A. Composed of various formats and degrees of repeatability.
- B. Not always text based and can be made of any media type.
- C. Typically composed of numeric transactions and database records.
- D. Made up of data types that are repeated continually.

Correct Answer: AB

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