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QUESTION 1

Which of the following best describes "telecommuting support?"

- A. Using instant messaging (IM) on a computer from a remote location to email individuals as needed for business
- B. Using the Internet as a virtual workplace to do research and to follow up on independent studies as needed
- C. The practice of providing the necessary tools and conditions for employees to work flexible locations and hours
- D. The process of traveling while doing work for the organization or for any important work engagement

Correct Answer: C

QUESTION 2

An organization seeks to streamline and automate current review processes. Which of the following is the best choice?

- A. Business process re-engineering
- B. Work flow
- C. Routing
- D. Systems integration

Correct Answer: B

QUESTION 3

The purpose of conducting a knowledge audit is to (Choose 2)

- A. Identify knowledge assets, resources, and locations,
- B. Resolve organizational and cultural knowledge issues,
- C. Develop enhanced knowledge management solutions,
- D. Determine the organization's knowledge needs.

Correct Answer: AD

QUESTION 4



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

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

Correct Answer: AD

QUESTION 5

A social media team should have representatives from which of the following areas? (Choose 3)

- A. Executive Management
- B. Information Technology
- C. Financial Management
- D. Records Management
- E. Administrative Services
- F. Communications

Correct Answer: BDF

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