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Question 1

Question Type: MultipleChoice

The biggest benefit of iterative design testing is that it allows you to test your process in a risk-free environment.

Options:

A- True

B- False

Answer:

A

Question 2

Question Type: MultipleChoice

Aside from preventative problem solving, what-if analysis focuses on looking at variables within your process. Ask questions like:

Options:

A- What if we extended our banking hours by two hours daily?

B- What if we cut food costs by 20%?

C- Both of the Above

D- None of the Above

Answer:

C

Question 3

Question Type: **MultipleChoice**

There are five essential steps to conducting a business analysis.

Options:

A- True

B- False

Answer:

B

Question 4

Question Type: MultipleChoice

When examining the role of content in your process, you need to determine if your process is _____

Options:

A- complex

B- process oriented

C- document-driven

D- volume-driven

Answer:

C

Question 5

Question Type: MultipleChoice

The final stage in the BPM model is the _____ level.

Options:

A- Designing

B- Planning

C- Implementation

D- Execution

Answer:

C

Question 6

Question Type: MultipleChoice

The layers of BPM move from _____

Options:

A- Bottom-Up

B- Top-Down

C- Left-Right

D- Right-Left

Answer:

B

Question 7

Question Type: MultipleChoice

In which stage of Business Process Re-Engineering Model stakeholders come together to identify the root of the problem

Options:

A- Evaluate New Process

B- Identify Existing Process

C- Identify Organizational Gap

D- Design a Plan for Implementation

Answer:

C

Question 8

Question Type: MultipleChoice

Enterprise Content Management (ECM) offers a systematic approach to help organizations manage this large volume of content.

Options:

A- True

B- False

Answer:

A

Question 9

Question Type: MultipleChoice

In Defining Content the challenge is the _____of information or content an organization produces.

Options:

A- quality

B- volume

C- source

D- none of the above

Answer:

B

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