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QUESTION 1

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 2

The following factors should be considered when retaining or archiving electronic information for an extended period of time. (Choose 2)

A. Operating system obsolescence

B. Degradation of storage media

C. 24/7 user support

D. Changes in backup frequency

Correct Answer: AB

QUESTION 3

In order for a content rating system to be successful, it has to

A. Be social and relevant to a community of interest.

B. Allow rating on a scale from one to ten.

C. Give individuals the opportunity to provide commentary feedback.

D. Be limited to individuals who have subject matter expertise.

Correct Answer: A

QUESTION 4

Transactional content management solutions focus on which of the following activities? (Choose 2)

A. Document imaging

B. Document collaboration

C. Records management

D. Content analytics

Correct Answer: AC

QUESTION 5

Characteristic elements of case management include (Choose 2)

A. Investigation.

B. Incident management.

C. Extraction.

D. Knowledge management.

Correct Answer: AB

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