



Domain 1

1. Which of the following tasks is performed to cleanse, reformat, and standardize information housed in multiple repositories?
 - a. Migration
 - b. Integration
 - c. Transformation
 - d. Versioning

2. Hybrid search engines combine which types of listings?
 - a. Spidered and indexed
 - b. Queried and indexed
 - c. Structured and unstructured
 - d. Crawler-based and human-powered

Domain 2

3. Which of the following document characteristics is a primary factor in determining capture priority?
 - a. Frequency of access
 - b. Length
 - c. Number of images contained
 - d. Time since creation

4. Your first task at your new job is to come up to speed as to how certain kinds of work get done. Which of the following techniques is best to use to corroborate what people tell you?
 - a. Review last year's software and services budgets
 - b. Conduct an inventory of which technologies used, by whom, and how they are architected
 - c. Ask your vendors' account reps
 - d. Interview your support desk personnel

5. One efficient way to regulate the dissemination of documents via email attachment is to:
 - a. apply data encryption
 - b. promulgate a no-attachment policy
 - c. permit the sending of links to files and not the files themselves
 - d. grant distribution rights to only the document creator

6. Understanding how content flows can lead directly to process improvement by:
- a. measuring how long a document sits while waiting for approval, rejection, or other attention
 - identifying how many fonts a particular document uses
 - calculating the return on investment of the content management solution
 - determining retention schedules

Domain 3

7. Your CFO has asked you whether your organization should be concerned about social networking. Your best answer is:

- a. No, because your company doesn't even have a social media account
- b. No, because social media is something people participate in as individuals
- c. Yes, because information made available via social media may pose the same legal or compliance risks as information made available any other way
- d. Yes, because Sarbanes-Oxley is all about preventing social media leaks.

8. Your IT manager is worried about what effect the "Wild West" nature of social media will have on security. You respond by saying:

- a. "You're right; because anyone can Tweet about us at any time, there's not much we can do."
- b. "Look, securing a social media system is the same as securing anything else, even if it can reach so many more people than an internal solution."
- c. "You're right; because anyone can set up a social media account, there's not much we can do."
- d. "Don't worry; securing a social media system requires Active Directory, and we have that."

9. Your IT manager hates email because he doesn't know who's available to answer his questions as quickly as he needs them to. You suggest installing and using instant messaging because:

- a. as a synchronous communications medium, it operates in real time
- b. there are many more instant messaging options to choose from than there are email solutions
- c. as an asynchronous communications medium, it operates in real time
- d. it includes an "awareness" feature to indicate availability

10. Telecommuting best practices:

- a. Must focus exclusively on the technologies needed to secure access from the outside
- b. Must be flexible since users by definition will be off-site and thus not subject to supervision
- c. Must specify the use of shared workspaces to ensure documents can be shared
- d. Must mandate regular scheduled check-ins between telecommuters and in-house staff

Domain 4

11. What practice involves expunging confidential, personal, and otherwise sensitive data from documents before they are released to readers?
- Encoding
 - Encryption
 - Redaction
 - Decoding
12. The beginning of any good records management program starts with what first definitive step?
- Conducting a records inventory
 - Creating a retention schedule
 - Separating databases from records
 - Destroying all records too old to be useful
13. Optimal security is attained by restricting users' access to only that which is needed to do their jobs without compromising the security and integrity of the system. What is this practice called?
- Security best practices
 - Path of least resistance
 - The principle of least privilege
 - Optimized security entropy
14. Where is the best place to store archived data to ensure it is protected from disasters that affect live data?
- The U.S. Library of Congress
 - A local RAID storage system
 - An onsite, but partitioned, data repository
 - A secure offsite location

Domain 5

15. What is the difference between a proof of concept and a pilot project?
- There is no difference
 - A proof of concept tests a simple version of a solution, whereas a pilot project can scale up.
 - A proof of concept is primarily intellectual, whereas a pilot project is primarily physical.
 - A proof of concept covers more parts of the enterprise than does a simple pilot project.
16. Which of the following types of cloud architecture would allow an organization to keep its data secure and isolated while also allowing access to public information sources?
- Hybrid cloud
 - Public cloud
 - Private cloud
 - Community cloud

17. Which of the following methods is the preferred means of conducting usability testing?
- a. Send out a brief survey to a select group of users
 - b. Observe behavior of real users while they work at site
 - c. Send out detailed questionnaires to managers
 - d. Ask power users for their opinions on usability

Domain 6

18. Your manager is sure the vendor he picked is not doing everything within the project's scope. You check by looking at:

- a. The project timeline, to determine whether items on the critical path are being addressed
- b. The task dependencies, to see which ones can be done in parallel
- c. The contract, to understand the specified features, functions, and results to be provided
- d. The technology assessment, to gauge the state of your organization's current infrastructure

19. You have been asked to analyze the risks associated with a new information management project. As you begin, you remind yourself to:

- a. Disregard risks associated with delaying or canceling the project because the current situation is well understood
- b. Articulate actions to take to avoid or minimize the risks identified
- c. Focus only on technical risks since it's a technology-based project
- d. Ignore the probable costs associated with the risks identified since that's a job for Accounting

20. When communicating with your organization about the changes being made, it is important to:

- a. communicate the same message in the same way to everybody to ensure consistency
- b. wait until just before a new change takes effect so as not to induce anxiety
- c. highlight only the successes since news of any other kind will erode organizational support
- d. tailor the communication to the roles of the people receiving it to maximize relevance and understanding

CIP Sample Exam Answer Key

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|-----|---|-----|---|
| 1. | c | 11. | c |
| 2. | d | 12. | a |
| 3. | a | 13. | c |
| 4. | b | 14. | d |
| 5. | c | 15. | b |
| 6. | a | 16. | a |
| 7. | c | 17. | b |
| 8. | b | 18. | c |
| 9. | d | 19. | b |
| 10. | d | 20. | d |

Results:

0-10 correct: You should consider reviewing all of the knowledge areas of the exam. Two good starting points are the detailed examination objectives, located at <http://www.aiim.org/certification>, and the AIIM CIP Exam Preparation videos, located at <http://www.aiim.org/videos>.

11-15 correct: You are probably close to being ready for the exam, but you should review the content in those areas where you missed more than one question. You may wish to review the applicable videos at <http://www.aiim.org/videos>.

16 or more correct: You are probably ready to take the CIP exam. To register, visit <http://www.prometric.com/aiim>.