

100% Money Back
Guarantee

Vendor: Software Certifications

Exam Code: CSQA

Exam Name: CSQA Certified Software Quality Analyst
(CSQA)

Version: Demo

Exam A

QUESTION 1

Internal control systems have two components. The first is _____, and the second is the _____ within an individual business application

- A. Environmental Controls, Transaction Processing Controls
- B. Transaction Processing Controls, Environmental Controls
- C. General Control, Environmental Control
- D. Environmental Control, General Control

Correct Answer: A

QUESTION 2

The purpose of a Risk Analysis Process is to answer the question:

- A. How big is the risk?
- B. Is this an acceptable risk?
- C. What exactly is being exposed to the risk?
- D. What alternatives are there?
- E. All of the above

Correct Answer: E

QUESTION 3

The main objectives of process mapping is / are to understand:

- A. How a process contributes to meeting the organization's mission and goals?
- B. Who is responsible for the process?
- C. How the process interfaces to produce the organization's outcomes?
- D. All of the above
- E. None of the above

Correct Answer: D

QUESTION 4

Laws and regulations affecting the products produced and operated are generally addressed in which planning activity:

- A. Business or Activity Planning
- B. Environment Planning
- C. Capabilities Planning
- D. Assumptions Planning
- E. Policies Planning

Correct Answer: B

QUESTION 5

Strategic planning answers which of the following questions:

- A. What to do?
- B. When to do it?
- C. How to do it?
- D. Where to do it?
- E. Who does it?

Correct Answer: A

QUESTION 6

Enforcement of standards is the responsibility of:

- A. Management
- B. Quality Assurance
- C. Quality Control
- D. Auditors

Correct Answer: A

QUESTION 7

Which of the following Quality Management principle(s) are incorporated into the ISO 9001 standard?

- A. System approach to management
- B. Process approach
- C. Mutually beneficial supplier relationships
- D. Factual approach decision making
- E. All of the above

Correct Answer: E

QUESTION 8

The level of quality can vary significantly from project to project. These levels of quality, which can be quantified and measured, are called:

- A. Defect Density
- B. Quality Attributes
- C. Quality Control
- D. Quality Assurance

Correct Answer: B

QUESTION 9

The primary responsibility of quality lies with:

- A. Project Manager
- B. Senior Management
- C. Testing Team
- D. Developer

Correct Answer: B

QUESTION 10

COTS software is normally developed prior to an organization selecting that software for its use.

- A. True
- B. False

Correct Answer: A

QUESTION 11

In the PDCA cycle, if a check detects an abnormality, then record the abnormality and continue the work per the procedure.

- A. True
- B. False

Correct Answer: B

QUESTION 12

Which of the following is NOT a QFD Horizontal Deployment?

- A. Functional Deployment
- B. Information Deployment
- C. Customer Deployment
- D. Task Deployment

Correct Answer: C

QUESTION 13

What early quality pioneer developed the "Quality Trilogy" of Quality Planning, Quality Control, and Quality Improvement?

- A. William Perry
- B. Joseph Juran
- C. Dr. Deming
- D. Philip Crosby
- E. Bill Gates

Correct Answer: B

QUESTION 14

Which of the following is considered a product measure?

- A. Overall development time
- B. Average level of experience of development staff
- C. Rate time
- D. Quality
- E. Time spent fixing errors

Correct Answer: D

QUESTION 15

Example(s) of traditional management philosophy are:

- A. Fire fighting
- B. Refine the process
- C. Teamwork
- D. A and C
- E. All the above

Correct Answer: A

QUESTION 16

SEI's CMMi maturity level 5 is also known as:

- A. Managed
- B. Defined
- C. Optimizing
- D. Quantitatively Managed

Correct Answer: C

QUESTION 17

Which level(s) of the organization should be involved in both establishing and using processes in their daily work?

- A. Senior
- B. Mid-level
- C. Junior
- D. All of the above

Correct Answer: D

QUESTION 18

It is generally agreed that people are the key to providing an adequate and appropriate level of security. One of the most effective methods for involving people in security is:

- A. Write a security policy
- B. Conduct security awareness training
- C. Evaluate people on following security procedures
- D. Write detailed security procedures
- E. Develop security response programs

Correct Answer: B

QUESTION 19

Process improvement activities should also be conducted as per a defined process.

- A. True
- B. False

Correct Answer: A

QUESTION 20

Good ideas are of little value unless they are accepted and implemented.

- A. True
- B. False

Correct Answer: A

QUESTION 21

Which of the following defines special cause of variation?

- A. Variation between the upper and lower control limits
- B. Variation not present in the process
- C. Conditions that regularly contribute to variability
- D. Contributes a small portion to control variation of process outputs
- E. Regular contributors to variability

Correct Answer: B

QUESTION 22

Which of the following activities should occur before processes are defined to ensure that the most critical processes are defined first.

- A. Do
- B. Design
- C. Implementation
- D. Check

E. None of the above

Correct Answer: E

QUESTION 23

What should post-implementation audits NOT be used for?

- A. Determine if system objectives were met
- B. Determine if standards were followed
- C. Determine who is to blame for project problems
- D. Determine if IT quality objectives were achieved

Correct Answer: C

QUESTION 24

Which of the following processes is / are within the Defect Management level for maturing the Quality Control Processes?

- A. Defect Database
- B. Defect Reporting
- C. Defect Analysis
- D. All of the above

Correct Answer: D

QUESTION 25

What company developed the concept known as "Six Sigma Quality"?

- A. IBM
- B. Microsoft
- C. Infosys
- D. Apple
- E. Motorola

Correct Answer: E

QUESTION 26

In critical listening, the listener is:

- A. Sympathetic to the speaker's point of view
- B. Performing an analysis of what the speaker said
- C. Selecting pieces of information
- D. Getting a complete message with minimal distortion
- E. None of the above

Correct Answer: B

QUESTION 27

A process is a vehicle of communication, specifying the methods used to produce:

- A. A Service
- B. A Product
- C. Both Product and Service
- D. None of the above

Correct Answer: C

QUESTION 28

When listening to a speaker, the speaker's verbal, vocal, and body channels always convey the same message.

- A. True
- B. False

Correct Answer: B

QUESTION 29

Testing to determine whether current changes have adversely affected previous functionality is called:

- A. Regression Testing
- B. System Testing
- C. Unit Testing
- D. Acceptance Testing
- E. Integration Testing

Correct Answer: A

QUESTION 30

Branch testing technique is included in which of the following test data categories?

- A. Functional
- B. Structural
- C. Error Oriented

Correct Answer: B

QUESTION 31

Tactical Planning answers the question:

- A. What to do?
- B. How to do it?
- C. What objectives need to be accomplished?
- D. How IT customers will be satisfied?
- E. How customer satisfaction will be exceeded?

Correct Answer: B

QUESTION 32

Attribute of a product or service is called:

- A. Process
- B. Six Sigma
- C. JIT
- D. Quality

Correct Answer: D

QUESTION 33

Which is generally considered the most important step in the process of contracting for software development?

- A. Selecting an outside organization as a contractor
- B. Contract negotiations
- C. Operation for maintenance

D. Budget Criteria

Correct Answer: A

QUESTION 34

This approach sends the message that quality management is something for the employees, but not necessarily for management.

- A. Top-down
- B. Middle-out
- C. Bottom-up
- D. Pyramid

Correct Answer: C

QUESTION 35

The objective of integrating business and quality planning in a single planning cycle is to ensure that:

- A. Resources should be involved in both strategic and tactical planning
- B. Adequate resources and time are available to perform the quality activities.
- C. Individuals executing the business plan cannot differentiate the quality planning from the business planning.
- D. Both business staff and the quality staff should be involved in IT planning

Correct Answer: B

QUESTION 36

Which technique is used to develop a common vision of what a process should look like and depicts processes, their relationships, and their owners?

- A. Flowchart
- B. Process Map
- C. Nominal Group Technique
- D. Pie Chart

Correct Answer: B

QUESTION 37

Which is NOT an objective baseline measure?

- A. Lines of code
- B. Number of abnormal terminations
- C. Help desk empathy with customer's situation
- D. Number of programs

Correct Answer: C

QUESTION 38

"Toyota production system" is also known as:

- A. COQ
- B. Six Sigma
- C. JIT
- D. Benchmarking

Correct Answer: C

QUESTION 39

Which of the following is not one of the phases of 'Team Development' ?

- A. Performing
- B. Forming
- C. Conforming
- D. Storming

Correct Answer: A

QUESTION 40

Which of the following is the measurement of your current level of performance:

- A. Baseline
- B. Benchmark
- C. Assessment
- D. Audit

Correct Answer: A

QUESTION 41

Which of the following factor does NOT have any impact on an organization's internal control needs?

- A. Type of Industry
- B. Size of the Company
- C. Management Philosophy
- D. Employee Morale

Correct Answer: D

QUESTION 42

Quality Assurance methods are usually considered:

- A. Detective
- B. Corrective
- C. Preventive
- D. Protective

Correct Answer: C

QUESTION 43

A histogram is a bar graph.

- A. True
- B. False

Correct Answer: A

QUESTION 44

In transaction processing, the accuracy and completeness of database storage, data security and privacy, error handling, backup, recovery, and retention is governed by:

- A. Transaction Origination Controls
- B. Transaction Processing Controls
- C. Transaction Output Controls
- D. Database Storage and Retrieval Controls

Correct Answer: D

QUESTION 45

A test case tested data values at 0, 9, 10, 11, 49, 50, 51, 100. Which black-box technique was most likely used to generate these data points.

- A. Error Guessing
- B. Boundary Analysis
- C. Equivalence Partitioning
- D. Data Sampling

Correct Answer: B

QUESTION 46

In the broad context of comparing quality assurance activities and quality control activities in an IT organization, which of the following would be considered a quality assurance activity?

- A. Developing Test Plans
- B. Conducting Design Inspections
- C. Developing Test Processes
- D. Performing Acceptance Testing
- E. Performing Regression Testing

Correct Answer: C

QUESTION 47

Which category of control methods is the most acceptable to the individual?

- A. Automatic
- B. Auditors
- C. Peer Reviews
- D. Supervisory
- E. Third Party

Correct Answer: A

QUESTION 48

At a minimum, the acceptance test for contracted software should validate:

- A. The documentation is consistent with the software execution
- B. The documentation is understandable
- C. Users will be adequately trained in the software
- D. It is operable within the operational constraints of the organization
- E. All of the above

Correct Answer: E

QUESTION 49

A snapshot of an organization's security program at a certain time is a:

- A. Security Model
- B. Security Baseline
- C. Security Risk
- D. Security Test Procedure

Correct Answer: B

QUESTION 50

Which of the following is the correct definition of a policy?

- A. The intended future state of the organization
- B. Managerial control over processes
- C. The step-by-step methods followed to ensure that standards are met
- D. Managerial desires and intents concerning processes and products
- E. A standard that is enforced

Correct Answer: D

QUESTION 51

Which of the following is the correct definition of the Quality Attribute Maintainability?

- A. Effort required to ensure that the system performs as its intended
- B. Effort required to locate and fix an error in an operational system
- C. Extent to which a program satisfies its specifications
- D. Extent to which a program can be expected to perform its intended function
- E. None of the above

Correct Answer: B

QUESTION 52

The team member is told what to do, and then how to check that what was done was done correctly. This statement shows relationship between:

- A. Plan and Do Processes
- B. Plan and Check Processes
- C. Do and Check Processes
- D. Do and Act Processes

Correct Answer: C

QUESTION 53

To measure the customer's perception of the quality of a software system, what type of measure would you use?

- A. Objective
- B. Subjective
- C. Process Measure
- D. Process Variation

Correct Answer: B

QUESTION 54

A weakness in an information system, which is a point where the software systems are easiest to penetrate, is called a:

- A. Risk
- B. Vulnerability
- C. Threat
- D. Control
- E. Exposure

Correct Answer: B

QUESTION 55

Which of the following is one of the two major objectives for establishing a security baseline?

- A. Developing a security budget
- B. Determining the effectiveness of the security program
- C. Determine where security training is necessary
- D. Developing a security policy
- E. As a basis for organizing a security function

Correct Answer: B

QUESTION 56

Which of the following is a level for maturing the Quality Assurance Processes?

- A. Controlling
- B. Verification
- C. Business Requirements
- D. Relational Requirements

Correct Answer: A

QUESTION 57

The purpose of the _____ is to define the work activities that will accomplish the business objectives.

- A. Management Plan
- B. Business Plan
- C. Quality Plan
- D. Work Plan

Correct Answer: B

QUESTION 58

It is very easy to distinguish between accidental loss and intentional loss, with respect to security activities.

- A. True
- B. False

Correct Answer: B

QUESTION 59

Which of the following should be kept under version control?

- A. Code
- B. Procedures
- C. Plans
- D. Operating Systems
- E. All of the above

Correct Answer: E

QUESTION 60

COQ is also known as 'Price of Non-Conformance'.

- A. True
- B. False

Correct Answer: A

QUESTION 61

Customer surveys are:

- A. Objective Baselines
- B. Subjective Baselines
- C. Predictive Baselines

Correct Answer: B

QUESTION 62

When making a judgment while compliance monitoring, experience plays a larger role when:

- A. The standard is objective
- B. The standard is subjective
- C. Standards should not be a factor
- D. None of the above

Correct Answer: B

QUESTION 63

Which one of the following best describes "mission statement" for a company or an organization?

- A. How will we show success?
- B. How will we achieve objectives?
- C. Why do we exist?
- D. What is our long term program?

Correct Answer: C

QUESTION 64

If a programmer follows a series of steps to write a computer program, the programmer is following:

- A. A Workbench
- B. A Procedure
- C. A Standard
- D. Entry Criteria
- E. Exit Criteria

Correct Answer: B

QUESTION 65

When dealing with a complaint, to get on the same physical wavelength with a client you should:

- A. Stand if they are standing
- B. Provide your undivided attention
- C. Physically show interest
- D. React positively
- E. All of the above

Correct Answer: E

QUESTION 66

Which one of the following is NOT a component of CMMi maturity levels?

- A. Common Practices
- B. Specific Goals
- C. Process Areas

D. Generic Goals

Correct Answer: A

QUESTION 67

If your IT organization adopted function points as the means to measure program size, this would enable you to estimate programming staff because you would know a program of 200 function points is twice as large as a program of 100 function points. This type of data is called:

- A. Nominal Data
- B. Ordinal Data
- C. Interval Data
- D. Ratio Data

Correct Answer: D

QUESTION 68

Unit testing, system testing and user acceptance testing are examples of:

- A. Verification
- B. Validation

Correct Answer: B

QUESTION 69

The core activity of Process Definition is not only defining the process but also:

- A. Performing walkthroughs of the process before publication
- B. Piloting the process
- C. Marketing the process
- D. All of the above
- E. None of the above

Correct Answer: D

QUESTION 70

In statistics, the mean and median are called:

- A. SPC
- B. Measures of Central Tendency
- C. Variance
- D. Standard Deviation
- E. Control Chart

Correct Answer: B

QUESTION 71

One of the attributes of an effective security control is dividing responsibility for any event among two or more people. This security attribute is called:

- A. Simplicity
- B. Fail Safe
- C. Open Design
- D. Separation of Privilege
- E. Psychological Acceptability

Correct Answer: D

QUESTION 72

Which of the following statements completely interprets the 'Act' phase of PDCA cycle?

- A. Correct the abnormality and prevent its recurrence
- B. Correct the abnormality
- C. Prevent the recurrence of abnormality
- D. Follow quality control activities

Correct Answer: A

QUESTION 73

Management tools:

- A. Have a Mathematical Focus
- B. Facilitate Decision Making
- C. Require Automation

Correct Answer: B

QUESTION 74

Tracking the status of each requirement throughout the development and test phases is called:

- A. Requirements Checking
- B. Requirements Verification
- C. In-Process Review
- D. Requirements Tracing
- E. Phase-End Review

Correct Answer: D

QUESTION 75

Acceptance Testing is normally designed and performed by:

- A. The Developer
- B. The Quality Control Manager
- C. The Product Development Manager
- D. The User

Correct Answer: D

QUESTION 76

In control charts, accepted practice uses a width of _____ around the population mean (?) to establish the control limits.

- A. Plus or minus one standard deviation
- B. Plus or minus two standard deviations
- C. Plus or minus three standard deviations
- D. Plus or minus four standard deviations
- E. Plus or minus five standard deviations

Correct Answer: C

QUESTION 77

The acronym CMM stands for:

- A. Continuous Maturity Model
- B. Computer Methods and Models

- C. Capability Maturity Model
- D. Change Management Model
- E. Continuous Maturity Methods

Correct Answer: C

QUESTION 78

Out of the three critical aspects of Toyota's JIT concept, which one is the most important?

- A. Reduction of Waste
- B. Perfect Quality
- C. Employee Involvement
- D. None of the above

Correct Answer: C

QUESTION 79

Security passwords should be changed:

- A. On a regular basis
- B. Whenever somebody leaves an area
- C. When password compromise is suspected
- D. All of the above
- E. None of the above

Correct Answer: D

QUESTION 80

Which of the following is considered a metric?

- A. Lines of code
- B. Hours worked
- C. Pages of documentation
- D. Mean time to failure
- E. Number of staff assigned to a project

Correct Answer: D

QUESTION 81

_____ is a process that transfers decision making from management to employees.

- A. Coaching
- B. Mentoring
- C. Empowerment
- D. Modeling

Correct Answer: C

QUESTION 82

Capability Maturity Model(s) (CMMs) are defined and managed by:

- A. Software Engineering Institute
- B. Malcolm Baldrige Organization
- C. International Standards Organization
- D. Quality Assurance Institute

Correct Answer: A

QUESTION 83

While unit testing should be done, it is not necessary to spend the time and effort to develop and document the unit test plan and cases because it is conducted by the developers themselves.

- A. True
- B. False

Correct Answer: B

QUESTION 84

The rules used to evaluate products and identify non-conformance are:

- A. Audits
- B. Policies
- C. Standards
- D. Templates

Correct Answer: C

QUESTION 85

Organizations use many ways to determine the size of a program. Which of the following methods for measuring the size of a program can be used before the coding process is complete?

- A. Lines of code
- B. Programmer hours expended to write the code
- C. Function points
- D. Cyclomatic complexity

Correct Answer: C

QUESTION 86

The loss associated with risks can be calculated as follows:

- A. The cost of controls to minimize the risk
- B. The probability of an undesirable event occurring times the loss associated with the event
- C. Implement cost-of-quality accounting
- D. Obtain loss from a control chart
- E. Use budgetary accounting

Correct Answer: B

QUESTION 87

The Quality Manager is in the business of selling quality.

- A. True
- B. False

Correct Answer: A

QUESTION 88

Quality Control practices should be performed during which of the following product phases?

- A. Product Acquisition
- B. Product Development
- C. Product Operation
- D. All of the above

E. None of the above

Correct Answer: D

QUESTION 89

_____ are used to determine whether the standards have been adhered to or not.

- A. Processes
- B. Templates
- C. Checklists
- D. Guidelines

Correct Answer: C

QUESTION 90

Conducting software inspections would be considered which of the following cost-of-quality categories?

- A. Prevention
- B. Failure
- C. Appraisal

Correct Answer: C

QUESTION 91

Example of a test activity to be performed during Maintenance Phase is:

- A. Determine Test Strategy
- B. Modify and Retest
- C. Determine Adequacy of Design
- D. Design Phase Activities

Correct Answer: B

QUESTION 92

You have observed a high failure rate in production due to defects in the computer programs. If you follow good quality practices, the approach you would take to reduce the incidence of failure is to:

- A. Initiate code inspections to identify defects in code
- B. Increase the type and extent of testing to remove defects before production
- C. Classify and count the defects so that you can identify and eliminate the root cause
- D. Encourage the programmers to try harder to make fewer defects
- E. Include individual defect rates in the performance appraisal system

Correct Answer: C

QUESTION 93

Which of the following is NOT included in the system specifications used to evaluate the feasibility of an outside organization to develop the software?

- A. The input needed by the system
- B. Required processing
- C. Training to the staff
- D. Volumes of data processed
- E. The output to be produced by the system

Correct Answer: C

QUESTION 94

Which of the following is the most difficult component of the decision making process?

- A. Identifying the individual to make a decision
- B. The decision voting process
- C. Achieving consensus among the involved parties
- D. Setting time to implement the decisions
- E. Encouraging the involved parties to contribute to the process

Correct Answer: C

QUESTION 95

Matrix diagrams can be used for the following, except for:

- A. Focus on a specific objective and process
- B. Research or survey customer preferences
- C. Evaluate tools available versus usage
- D. Correlate defect rates, cycle times, and effort

Correct Answer: A

QUESTION 96

The first step in the Complaint-Resolution Process is:

- A. Gather detailed supporting information
- B. Establish an action plan
- C. Judge the complaints validity
- D. Get on the customer's wavelength

Correct Answer: D

QUESTION 97

A review that uses subject matter experts to ensure that critical success factors are being adequately addressed is a:

- A. Checkpoint Review
- B. In-Process Review
- C. Critical Design Review
- D. Phase-End Review
- E. Walkthrough

Correct Answer: A

QUESTION 98

ISO / IEC 15504: Process Assessment is formerly known as:

- A. PDCA
- B. SPICE
- C. ITIL
- D. ISMS

Correct Answer: B

QUESTION 99

Transaction Flow is used as a basis to:

- A. Assure compliance with the COSO internal control model

- B. Assure compliance with the CobiT model
- C. Identify the points during transaction processing where controls should be placed
- D. Quantify the risks associated with processing a transaction
- E. Meet governmental control standards

Correct Answer: C

QUESTION 100

It is generally recognized that software testing should begin at which software development phase?

- A. Requirements Phase
- B. Internal Design Phase
- C. External Design Phase
- D. Build Phase
- E. After Software has Been Built

Correct Answer: A

Exam B

QUESTION 1

Which of the following types of testing is considered Dynamic Testing?

- A. Code Inspections
- B. System Reviews
- C. Code Analyzers
- D. Unit Testing
- E. Checklists

Correct Answer: D

QUESTION 2

When management selects an approach or set of actions to align assessed risks with the organization's risk appetite in the context of strategy and objectives, this is called:

- A. Risk Assessment
- B. Risk Response
- C. Risk Analysis
- D. Information and Communication
- E. Monitoring

Correct Answer: B

QUESTION 3

If you acquired COTS software and were attending a demonstration of that software, what aspects of that software would you want to observe during the demonstration?

- A. Understandability
- B. Clarity of Communication
- C. Functionality of the Software
- D. Effectiveness of Help Routines
- E. All the above

Correct Answer: E

QUESTION 4

Which of the following quality control processes is used by an organization at a high quality control maturity level?

- A. Adhoc Testing
- B. Statistical Process Control
- C. Defect Management
- D. Verification
- E. Validation

Correct Answer: B

QUESTION 5

Statistical Process Control is used to measure:

- A. Productivity
- B. Variance in Processing
- C. Compliance to Standards
- D. Defect Rates

Correct Answer: B

QUESTION 6

When using a cause-and-effect diagram to build controls, the effect that is desired is the achievement of the control objective. The causes defined in the cause-and-effect diagram are listed for what purpose:

- A. To identify who is responsible for control
- B. To identify the control needed to achieve the control objective
- C. To quantify the risks associated with the control objective
- D. To match the causes to the COSO control model
- E. To match the causes to the enterprise risk management model

Correct Answer: B

QUESTION 7

If common causes of variation result in a process operating outside the customer's specifications, the process is improved by reducing the special causes of variation.

- A. True
- B. False

Correct Answer: B

QUESTION 8

As per Deming's principle 'improve supervision', which one of the following should be discouraged?

- A. Supervisor calls the worker's attention to every defect
- B. Supervisor has more time to help people on the job
- C. Supervisor uses statistical methods

Correct Answer: A

QUESTION 9

Yield or productivity is the example of _____ indicators.

- A. Process Input
- B. Process Output
- C. Process Definition
- D. Process Layout

Correct Answer: B

QUESTION 10

Which of the following is not a major component for quality management for the workgroup?

- A. Improvement processes
- B. Disciplined approach on continuous improvement
- C. Changing the culture
- D. Accomplishing an organization's mission
- E. Integrating new management techniques into day-to-day activities

Correct Answer: D

QUESTION 11

The person who accepts personal responsibility for the success of quality management without being assigned the responsibility is called _____ .

- A. Quality Analyst

- B. Quality Manager
- C. Quality Champion
- D. Quality Controller

Correct Answer: C

QUESTION 12

Which of the following is / are used for determining the magnitude of the Risk?

- A. Using Personal Opinion or Team Consensus
- B. Using a Risk Formula
- C. Using Annual Loss Expectation (ALE) Estimation
- D. All of the above
- E. None of the above

Correct Answer: D

QUESTION 13

In the quality management infrastructure, the level which 'commits resources' is called:

- A. Quality Council
- B. Management Committee
- C. Middle Management
- D. Task Forces

Correct Answer: A

QUESTION 14

To reduce the cost of quality, the QA Analyst could:

- A. Increase Build Cost
- B. Decrease Preventive Costs
- C. Increase Preventive Costs
- D. None of the above

Correct Answer: C

QUESTION 15

What might be considered one of the most important components of a security awareness program?

- A. Meeting the requirements of the Sarbanes Oxley Act
- B. Assuring that there is an understanding of who has responsibility for IT security awareness and training
- C. Budgeting for security awareness training
- D. Utilizing automation in developing security awareness
- E. Implementing the security policy

Correct Answer: B

QUESTION 16

As per the 'Quality Leader Behavior Model', quality leader should NOT:

- A. Empower others
- B. Supervise and identify defects
- C. Coach, train and educate
- D. Remove obstacles to performance

Correct Answer: B

QUESTION 17

Risk management is not an independent auditing process.

- A. True
- B. False

Correct Answer: A

QUESTION 18

In terms of benefit compared to the control's cost, identify the correct sequence of controls in ascending order of cost.

- A. Preventive Control, Detective Control, Corrective Control
- B. Detective Control, Corrective Control, Preventive Control
- C. Preventive Control, Corrective Control, Detective Control
- D. Preventive Control, Detective Control, Corrective Control

Correct Answer: A

QUESTION 19

Which of the following is a characteristic of hardware compatibility?

- A. Disk Storage Unit Capacity
- B. Version of Operating System in Use
- C. Name of Operating System
- D. Program Compatibility

Correct Answer: A

QUESTION 20

Therapeutic Listening is when the listener is:

- A. Directed at selecting specific pieces of information
- B. Gathering the complete message with minimal distortion
- C. Sympathetic to the speaker's point of view
- D. Performing an analysis of what the speaker said

Correct Answer: C

QUESTION 21

Process capability determination motivates an organization towards process improvements.

- A. True
- B. False

Correct Answer: A

QUESTION 22

The factors that must be present in acquired software for that software to be successful in your organization are called:

- A. COTS Factors
- B. Critical Success Factors
- C. Test Factors
- D. Budget and Schedule Factors

Correct Answer: B

QUESTION 23

The development of the approach for process deployment is much harder than the actual deployment of the process.

- A. True
- B. False

Correct Answer: B

QUESTION 24

As per Crosby, the first step for building an effective quality program is to:

- A. Set quality goals
- B. Set up quality measurement system
- C. Establish management commitment
- D. Establish quality function

Correct Answer: C

QUESTION 25

Management commitment is the single most important requirement for successful implementation of quality management.

- A. True
- B. False

Correct Answer: A

QUESTION 26

Correlation between process maturity and an organization's willingness to embrace change can be described as:

- A. Accelerates at the lower levels and lags during the higher levels of maturity
- B. Lags slightly at the lower levels and accelerates during the higher levels of maturity
- C. Accelerates at same rate at all levels
- D. None of the above

Correct Answer: B

QUESTION 27

It is important in developing a contract that the contract provisions are fair to both parties. The reason for this is:

- A. Contractual costs will be reduced
- B. Problems will not occur during development
- C. Acceptance testing will not be needed
- D. The probability of one party terminating the contract during execution will be minimized
- E. The developed software will perform better

Correct Answer: D

QUESTION 28

Which of the following is NOT one of the five channels of communication?

- A. Information Channel
- B. Emotional Channel
- C. Vocal Channel

- D. Body Channel
- E. Verbal Channel

Correct Answer: B

QUESTION 29

QA is a management function with emphasis on the process producing the product.

- A. True
- B. False

Correct Answer: A

QUESTION 30

Who is responsible to ensure that the organization has sufficiently trained personnel to protect its IT resources?

- A. CIO / IT Director
- B. Management
- C. Delivery Manager
- D. Director

Correct Answer: A

QUESTION 31

For contracted software development, defining within the contract the dates on which the contractor must provide the contracted software addresses:

- A. What is done?
- B. Who does it?
- C. When it is done?
- D. How it is done?

Correct Answer: C

QUESTION 32

One of the critical success factors in acquiring COTS software is that the vendor will continue to provide additional features in the future. This critical success factor is commonly referred to as:

- A. Ease of Use
- B. Expandability
- C. Maintainability
- D. Transferability
- E. Reliability

Correct Answer: B

QUESTION 33

Which of the following is not normally included in a contract for an outside organization to develop software for your use?

- A. Why it is needed
- B. What is done
- C. When it is done
- D. Who does what
- E. Penalties for nonperformance

Correct Answer: A

QUESTION 34

One way to minimize risk is to:

- A. Install Controls
- B. Decrease Acceptance Testing
- C. Increase the Probability Factor
- D. None of the above
- E. All of the above

Correct Answer: A

QUESTION 35

Quality award given in Japan is:

- A. Malcolm Baldrige National Quality Awards
- B. Deming Prize
- C. Juran Prize
- D. Japanese Quality Award

Correct Answer: B

QUESTION 36

The objective of a Pareto Chart is to:

- A. Show the present value of money
- B. Identify the cause of problems
- C. Rank the cause of problems by frequency
- D. Determine the return on investment
- E. Show the root cause of problems

Correct Answer: C

QUESTION 37

Which has frequently been referred to as the most difficult task in getting people to use the process?

- A. Determining the need for a process
- B. Writing the process
- C. Testing the process
- D. Deploying the process
- E. Improving the process

Correct Answer: D

QUESTION 38

Process inventories can be developed by:

- A. Referencing existing manuals
- B. Conduct affinity group sessions
- C. Survey employees
- D. All of the above
- E. A and C above

Correct Answer: D

QUESTION 39

Experience has shown statistically that as program modules become more complex:

- A. The time to develop the module decreases
- B. The amount of effort to test the validity increases geometrically
- C. The number of defects has an inverse relationship
- D. The tester needs to segment the program
- E. The need for a help desk increases

Correct Answer: B

QUESTION 40

Many contracts contain provisions to determine how the contract will be changed in the event that some undetermined circumstance occurs. This provision in a contract is called:

- A. Compensation for Error
- B. Exercising Options
- C. Renegotiation
- D. Termination Provisions
- E. Cost Limitations

Correct Answer: C

QUESTION 41

Which product metric would be used to predict the probability of a software failure, or the rate at which software errors will occur?

- A. Cyclomatic Complexity
- B. Function Points
- C. Quality
- D. Correctness
- E. Reliability

Correct Answer: E

QUESTION 42

It is very important 'to evaluate how employees feel about their manager or leader' to assess the climate of a specific organization or group. An assessment of an organization's 'climate' discovers if the employees' satisfaction level is positive or negative.

- A. True
- B. False

Correct Answer: A

QUESTION 43

Which of the following planning activities is associated with the quality planning question "where do we want to go"?

- A. Capabilities and Opportunity Planning
- B. Policies and Procedure Planning
- C. Priorities and Schedules Planning
- D. Objectives and Goals Planning
- E. Budgeting and Resource Planning

Correct Answer: D

QUESTION 44

Focusing on quality can increase productivity, reduce costs, and improve customer satisfaction.

- A. True
- B. False

Correct Answer: A

QUESTION 45

An audit is:

- A. A process used to measure the current level of performance
- B. An independent appraisal activity
- C. An evaluation of a model

Correct Answer: B

QUESTION 46

A payroll application requires that each new employee hired have a unique Employee ID and password and that all characters in a field are either numeric or alphabetic. This is an example of a:

- A. Logical Test
- B. Limit Test
- C. Validity Test
- D. Completeness Test
- E. None of the above

Correct Answer: D

QUESTION 47

Determining which risks are likely to affect the project and documenting the characteristics of each is called _____ .

- A. Risk Assessment
- B. Risk Management
- C. Risk
- D. Risk Identification

Correct Answer: D

QUESTION 48

Many people believe there is an overlap between internal auditors and quality assurance, however, the main role of internal auditing is to:

- A. Identify and report problems
- B. Define and implement solutions to a problem
- C. Build processes that prevent problems from occurring
- D. Check all products to make sure they are defect free
- E. Conduct acceptance testing before usage

Correct Answer: A

QUESTION 49

The focus of post-implementation reviews or post mortems is to:

- A. Correct the defects
- B. Improve the process
- C. Plan future projects
- D. Fix the blame for bad quality
- E. None of the above

Correct Answer: B

QUESTION 50

In which phase of the Quality Function's maturation does the organization's objectives move from Quality Control to Quality Assurance?

- A. Initial Phase
- B. Intermediate Phase
- C. Final Phase

Correct Answer: B

QUESTION 51

Baselines should NOT be conducted:

- A. To determine where detailed investigation is required
- B. To identify problems / areas for quality improvement
- C. To evaluate individual performance
- D. To compare against external organizations

Correct Answer: C

QUESTION 52

Project objectives and goals expressed in quantitative terms is part of which planning activity?

- A. Business / Activity Planning
- B. Environment Planning
- C. Objective / Goal Planning
- D. Policies / Procedures Planning

Correct Answer: C

QUESTION 53

Which one of the following is NOT one of the change control procedures?

- A. Proposed change should be formally approved
- B. Developers should make the program changes.
- C. An independent person, other than the person who made the change, should test the final revised program.
- D. Developer should provide access rights for the change in configuration management tool.
- E. The documentation system should be updated with all change sheets or change registers

Correct Answer: D

QUESTION 54

Outsourced software can be developed by an organization within the country of use or developed in another country. Which of the following is a difference associated with software developed by an organization in another country?

- A. Missing requirements
- B. Customer standards may not be met
- C. Non-testable requirements
- D. Training and deployment may be difficult
- E. Cultural differences

Correct Answer: E

QUESTION 55

These five components (environment, risk assessment, control activities, information communication, and monitoring) are associated with which of the following control models:

- A. COSO Internal Control Framework Model
- B. ISO Model
- C. Malcolm Baldrige National Quality Award Model
- D. Enterprise Risk and Management Model
- E. CobiT Model

Correct Answer: A

QUESTION 56

Measurement provides _____ feedback to an organization about whether it is achieving its goals.

- A. Qualitative
- B. Subjective
- C. Objective
- D. Quantitative

Correct Answer: D

QUESTION 57

From a control perspective, detective controls are only effective when what other types of controls are implemented?

- A. Environmental Controls
- B. Preventive Controls
- C. Training Controls
- D. Corrective Controls
- E. Audit Controls

Correct Answer: D

QUESTION 58

A review that evaluates a preliminary statement of high-level market requirements is a:

- A. Requirements Review
- B. Checkpoint Review
- C. Feasibility Review
- D. Contract Review
- E. In-Process Review

Correct Answer: C

QUESTION 59

Quality Assurance is defined as those activities designed to identify 'defects which have already been created'.

- A. True
- B. False

Correct Answer: B

QUESTION 60

When maturing the management process, movement will be from:

- A. Product Focus to Process Focus
- B. Process Focus to Product Focus
- C. Team Focus to Product Focus

Correct Answer: A

QUESTION 61

_____ includes periodically assessing project status, reassessing the documented risks, examining executed strategies that succeeded or failed, and considering new risks.

- A. Risk Monitoring
- B. Risk Resolution
- C. Risk Response Planning
- D. Risk Prioritization

Correct Answer: A

QUESTION 62

Identify the correct sequence of the 'Management Cycle'.

- A. Plan-Do-Act-Check
- B. Check-Act-Plan-Do
- C. Plan-Check-Do-Act
- D. Plan-Do-Check-Act

Correct Answer: D

QUESTION 63

An objective measure is a measure that can be obtained by:

- A. An individual's perception
- B. Counting
- C. All the above
- D. None of the above

Correct Answer: B

QUESTION 64

The process of implementing a new or improved approach is called:

- A. Change Process
- B. Improvement Process
- C. Deployment Process
- D. Definition Process

Correct Answer: C

QUESTION 65

As COTS software is demonstrated in operation and the evaluators watch and listen to the demonstration to evaluate the ease with which the operation process can be learned, they are evaluating what aspect of computer software?

- A. Quality of Communication
- B. Ease of Use of Instruction Manual
- C. Understandability
- D. Knowledge to Execute
- E. Effectiveness of Help Routines

Correct Answer: C

QUESTION 66

Which of the following is NOT an example of a key indicator?

- A. Productivity
- B. Customer Satisfaction
- C. Estimated Size
- D. Defect Rates

Correct Answer: C

QUESTION 67

Goals explain how the vision will be achieved.

- A. True
- B. False

Correct Answer: A

QUESTION 68

The step-by-step methods used to ensure that standards are met is called:

- A. A Policy
- B. Standards
- C. Procedures
- D. Accelerates during the higher levels of maturity
- E. A Process

Correct Answer: C

QUESTION 69

Critical success factors for purchased software should be defined from the perspective of :

- A. The User
- B. Quality Assurance Personnel
- C. Computer Programmers
- D. Computer Operations Personnel
- E. IT Management

Correct Answer: A

QUESTION 70

Which of the following are considered distinguishing characteristics of Risk?

- A. Situational
- B. Time Based
- C. Magnitude Dependent
- D. Value Based
- E. All the above

Correct Answer: E

QUESTION 71

If a measure is considered valid, it means that:

- A. It is easy to be obtained
- B. It is objective
- C. It measures what it is intended to measure
- D. Two or more people can collect the same number
- E. It is robust

Correct Answer: C

QUESTION 72

The COSO Enterprise Risk Management model's _____ component ensures that management has a process in place to set objectives and that the chosen objectives support and align with the organization's mission/vision.

- A. Information and Communication
- B. Objective Setting
- C. Risk Assessment
- D. Control Activities

Correct Answer: B

QUESTION 73

Statement Testing is included in which of the following test data categories?

- A. Functional
- B. Structural
- C. Error Oriented

Correct Answer: B

QUESTION 74

What is the risk that an organization faces if management does not take action to alter the risk's likelihood or impact?

- A. Risk Management
- B. Risk Appetite
- C. Enterprise Risk Management
- D. Residual Risk
- E. Inherent Risk

Correct Answer: E

QUESTION 75

A help desk employee is allowed to hire a courier to deliver a report needed quickly by a user; but only up to a cost of \$100. This means that the employee is being _____.

- A. Mentored
- B. Empowered
- C. Trained
- D. Included

Correct Answer: B

QUESTION 76

Within COTS software, attributes designed to "get you out of trouble" when you get into trouble is which aspect of a COTS software?

- A. Knowledge to Execute

- B. Understandability
- C. Quality of Communication
- D. Effectiveness of Help Routines

Correct Answer: D

QUESTION 77

One of the concerns that IT management needs to address with their staff when software development is outsourced to an outside organization is:

- A. Why the contract was selected
- B. Loss of employee morale
- C. Need to cooperate with the contractor
- D. Benefit to the organization by having software developed at a lower cost
- E. Improved quality that can be achieved by contracting

Correct Answer: B

QUESTION 78

What is the primary responsibility of an internal auditor in maintaining the security system?

- A. Define internal controls
- B. Conduct training on internal controls
- C. Examine internal controls and recommend improvements

Correct Answer: C

QUESTION 79

Stress-testing subjects a system to which of the following types of tests?

- A. Test Scripts
- B. System Requirements
- C. Large Volumes of Transactions
- D. Change to Transactions
- E. Error Conditions

Correct Answer: C

QUESTION 80

Which of the following tools category has a mathematical focus and is related to data collection or interpretation?

- A. Management Tools
- B. Presentation Tools
- C. Statistical Tools
- D. None of the above

Correct Answer: C

QUESTION 81

Process mapping identifies or maps relationships with all the below mentioned activities except?

- A. Between processes and the organization's mission and goals
- B. Its process exit criteria and work products
- C. Its deliverables (products and services)
- D. Its functional units or roles (people)

Correct Answer: B

QUESTION 82

The system having adequate safeguards to protect the data against damage refers to which CSF?

- A. Maintainability
- B. Cost-effectiveness
- C. Security
- D. Reliability

Correct Answer: C

QUESTION 83

Earned Value is used to:

- A. Manage and Control the Product
- B. Manage and Control the Process
- C. Improve the Process
- D. Manage the Risks

Correct Answer: B

QUESTION 84

If you want to ensure that individuals can effectively perform work processes, which activity would you implement to achieve that goal?

- A. Measurement
- B. Team Building
- C. Performance Reviews
- D. Career Development
- E. Training

Correct Answer: E

QUESTION 85

Which of the following Dynamic Testing techniques produces the highest defect yield?

- A. Sliver Testing
- B. Black-Box Testing
- C. White-Box Testing
- D. Thread Testing
- E. Incremental Testing

Correct Answer: C

QUESTION 86

There are many benefits associated with maturing work processes. As work processes mature, which of the following would be expected to decrease:

- A. Training
- B. Management Support
- C. Defect Rates
- D. Customer Satisfaction
- E. Confidence in the Process

Correct Answer: C

QUESTION 87

Getting the right change installed at the right time is a responsibility of what type of software management?

- A. Software Risk Management
- B. Risk Management
- C. Defect Management
- D. Software Configuration Management
- E. Software Test Management

Correct Answer: D

QUESTION 88

Which of the following tools / techniques is a facilitated technique where all teammates participate by individually ranking ideas, issues, concerns, and solutions; then the group achieves a consensus by combining the individual rankings?

- A. Brainstorming
- B. Nominal Group Technique
- C. Force Field Analysis
- D. Affinity Diagram
- E. Benchmarking

Correct Answer: B

QUESTION 89

If you found, through testing software, that your IT project team was building software with an average of 58 defects per 1000 function points, this would be a:

- A. Baseline
- B. Benchmark
- C. Complexity Metric
- D. Size Measure

Correct Answer: A

QUESTION 90

The optimal number of task force members is:

- A. 1 - 3 members
- B. 3 - 8 members
- C. 8 - 10 members
- D. No limit

Correct Answer: B

QUESTION 91

Which answer below is NOT one of the seven steps for implementing an IT quality function?

- A. Develop a charter
- B. Identify a quality manager
- C. Staff and train the quality function
- D. Audit the use of quality tools
- E. Build support for quality

Correct Answer: D

QUESTION 92

Controls are placed near the end of a process or workbench because this is the most appropriate location.

- A. True
- B. False

Correct Answer: B

QUESTION 93

What is the correct definition for the term "testable requirements"?

- A. A requirement with a test
- B. A requirement with a minimum of two tests
- C. A requirement that can be validated to be incorrect or correct
- D. A requirement that will be tested during test execution
- E. A requirement that will be assigned to a tester to test

Correct Answer: C

QUESTION 94

If your customer complains that you made an error, you need to do the following:

- A. If you are wrong, admit the error
- B. Negotiate a satisfactory resolution
- C. State solution and get agreement
- D. Take action to implement a solution
- E. All of the above

Correct Answer: E

QUESTION 95

Which type of monitoring focuses on the input or entrance criteria to a business process, for compliance to organizational policies?

- A. Preventive Monitoring
- B. Detective Monitoring
- C. Management Monitoring
- D. None of the above

Correct Answer: A

QUESTION 96

Characteristics such as 'product based', 'defect detection', relates to:

- A. Quality Assurance
- B. Quality Control
- C. Quality Improvement

Correct Answer: B

QUESTION 97

If the data in a pie chart represent five components of a total population and four of the five sections of the pie chart represent 5%, 25%, 50%, and 10% of the total population, what percentage of the total population is the fifth section?

- A. 100%
- B. 40%
- C. 20%

- D. 5%
- E. None of the above

Correct Answer: E

QUESTION 98

One of the primary objectives of process control is to:

- A. Reduce Variability
- B. Increase Competition
- C. Improve Metrics
- D. Find Root Causes

Correct Answer: A

QUESTION 99

The Pareto analysis statistical quality tool is more commonly known as:

- A. Fishbone Diagram
- B. Run Chart
- C. Scatter Diagram
- D. 80 / 20 Rule
- E. Tally Sheet

Correct Answer: D

QUESTION 100

A Standard states:

- A. What
- B. When
- C. Where
- D. Why

Correct Answer: A

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Trying our product !

- ★ **100%** Guaranteed Success
- ★ **100%** Money Back Guarantee
- ★ **365 Days** Free Update
- ★ **Instant Download** After Purchase
- ★ **24x7** Customer Support
- ★ Average **99.9%** Success Rate
- ★ More than **69,000** Satisfied Customers Worldwide
- ★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 One Year Free Update <p>Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 Money Back Guarantee <p>To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 Security & Privacy <p>We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

[Guarantee & Policy](#) | [Privacy & Policy](#) | [Terms & Conditions](#)

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © 2004-2015, All Rights Reserved.