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Exam : **CSQA**

Title : CSQA Certified Software
Quality Analyst

Vendor : Software Certifications

Version : DEMO

NO.1 If a software project produced over 100 defects, would you state:

- A. The project was poorly implemented
- B. The project implemented was acceptable
- C. You do not have enough information to state an opinion
- D. The project is not under statistical control

Answer: C

NO.2 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

Answer: D

NO.3 The two common types of Matrixes are:

- A. L-Type and Y-Type
- B. T-Type and X-Type
- C. L-Type and T-Type
- D. Y-Type and X-Type

Answer: C

NO.4 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

Answer: E

NO.5 Doing the right thing, doing it the right way, doing it right the first time, and doing it on time without exceeding cost would be characteristics of the:

- A. Producer's view of quality
- B. Customer's view of quality
- C. Supplier's view of quality

Answer: A

NO.6 Which of the following is the correct definition of the quality attribute reliability?

- A. Extent to which a program can be expected to perform its intended function with required precision
- B. Extent to which access to software or data by unauthorized persons can be controlled
- C. Extent to which a program can be used in other applications

D. Extent to which a program satisfies its specifications and fulfills the user's mission objectives

Answer: A

NO.7 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

Answer: D

NO.8 Which of the following activities occur when the software developed by an outside organization is ready for delivery?

- A. Contractual Relations
- B. Acceptance Testing
- C. Operation and Maintenance
- D. B and C only
- E. A, B, and C

Answer: E

NO.9 A Standard states:

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

Answer: A

NO.10 According to quality experts, the most effective way to implement quality practices is:

- A. Top-down - management is the driver
- B. Bottom-up - workers put in good quality practices

Answer: A

NO.11 There are two systems in every business application. The first is the system that _____ business transactions, and the second is the system that _____ the processing of business transactions.

- A. Interfaces, Activities
- B. Combines, Activities
- C. Processes, Controls
- D. Controls, Processing

Answer: C

NO.12 A measure is a single attribute of a product or process.

- A. True
- B. False

Answer: A

NO.13 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?

Answer: B

NO.14 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

Answer: A

NO.15 _____ is a process that transfers decision making from management to employees.

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

Answer: C

NO.16 QA is a management function with emphasis on the process producing the product.

- A. True
- B. False

Answer: A

NO.17 The definition for Reliability is:

- A. The amount of computing resources and code required by a program to perform a function.
- B. Extent to which access to software or data by unauthorized persons can be controlled.
- C. Effort required learning, operating, preparing input, and interpreting output of a program.
- D. Effort required locating and fixing an error in an operational program.
- E. None of the above

Answer: E

NO.18 A standard must be measurable, attainable, and necessary. What is meant by 'attainable' in this context?

- A. Given current resources and time frame; the standard can reasonably be complied with every time.
- B. Given current resources; the standard can reasonably be complied within this time frame.

- C. Given current time frame; the standard can reasonably be complied with given resources.
- D. Given current resources and time frame; the standard can reasonably be complied with in this cycle.

Answer: A

NO.19 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

Answer: A

NO.20 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

Answer: B