|  |
| --- |
| **True / False** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. As a business customer, every time you buy a product or service, you are creating a record of that transaction.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2. A record is stored information made or received by an organization that is evidence of its operations and has value requiring its retention for a specific period of time.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. Reference documents contain information used in the organization’s day-to-day operations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4. External records are created for use within the company.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 5. Vital records are considered necessary for mission critical business operations.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6. Filing is only one step in the records and information life cycle.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7. By following proper records and information management procedures, information is available at the right time for making effective management decisions.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 8. Internal records are used in an organization for information to carry on the operations of the firm over long periods.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 9. Financial records should be classified as important records rather than as useful records.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 10. An example of an important record is the memo announcing the annual company picnic.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 11. When a decision is made to keep the record for use at a later date, it must be stored, retrieved, and protected.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12. Even though more businesses than ever are investing in new technologies, using physical records continues to be a fact of office life.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 13. Initially, the purpose of computer application software was to facilitate the creation of physical records.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 14. Procedure manuals and handbooks have historical value to the organization.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 15. At the end of the number of years indicated on the retention schedule, records are disposed either by destruction or by transfer to a permanent storage place.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 16. E-mails are private and cannot be used in a court of law.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 17. Filing, storing, retrieval, and protection of records are part of the maintenance phase of the records and information life cycle.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 18. Records management has not changed in the last 50 years.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

|  |
| --- |
| **Multiple Choice** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 19. ​Records that document the organization’s operations and major shifts of direction over the years are considered to be of what value and type?   |  |  |  | | --- | --- | --- | |  | a. | ​legal | |  | b. | ​administrative | |  | c. | ​historical | |  | d. | ​None of the above |  |  |  | | --- | --- | | *ANSWER:* | c | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 20. ​The five phases of the records and information life cycle are   |  |  |  | | --- | --- | --- | |  | a. | ​creation, internal use, decisions, filing and retrieval, and disposition. | |  | b. | ​creation, distribution, use, maintenance, and disposition. | |  | c. | ​creation, reference, protection, transfer, and distribution. | |  | d. | ​use, maintenance, receipt of a record, destruction, and transfer. |  |  |  | | --- | --- | | *ANSWER:* | b | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 21. ​Students interested in understanding the paperwork connected with an organization’s day-to-day operations would concentrate their records studies on   |  |  |  | | --- | --- | --- | |  | a. | ​external records. | |  | b. | ​correspondence. | |  | c. | ​reference documents. | |  | d. | ​transaction documents. |  |  |  | | --- | --- | | *ANSWER:* | d | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 22. Records classified by their value to the organization fall into one of these four categories:​   |  |  |  | | --- | --- | --- | |  | a. | ​vital, important, useful, or essential | |  | b. | ​vital, important, useless, or nonessential | |  | c. | ​important, vital, helpful, or nonessential | |  | d. | ​vital, important, useful, or nonessential |  |  |  | | --- | --- | | *ANSWER:* | d | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 23. An automated system for scanning, storing, retrieving, and managing images of physical records is​   |  |  |  | | --- | --- | --- | |  | a. | ​enterprise content management. | |  | b. | ​business process management. | |  | c. | ​electronic document management. | |  | d. | ​document imaging. |  |  |  | | --- | --- | | *ANSWER:* | d | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 24. ​Policy and procedures manuals are   |  |  |  | | --- | --- | --- | |  | a. | ​of historical value to the firm. | |  | b. | ​of administrative value to the firm. | |  | c. | ​of legal value to the firm. | |  | d. | ​All of the above |  |  |  | | --- | --- | | *ANSWER:* | b | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 25. General correspondence and bank statements are in which records value category?​   |  |  |  | | --- | --- | --- | |  | a. | ​vital | |  | b. | ​important | |  | c. | ​useful | |  | d. | ​nonessential |  |  |  | | --- | --- | | *ANSWER:* | c | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 26. Which of the following best describes records management?​   |  |  |  | | --- | --- | --- | |  | a. | ​systematic control of all records from their creation to ultimate disposition | |  | b. | ​record planning and supervision | |  | c. | ​record preparation and maintenance | |  | d. | ​delegation of recordkeeping duties |  |  |  | | --- | --- | | *ANSWER:* | a | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 27. ​The International Organization for Standardization (ISO) 15489 defines a record as information created, received, and maintained as evidence and information by an organization or person in pursuance of   |  |  |  | | --- | --- | --- | |  | a. | ​e-commerce transactions. | |  | b. | ​legal obligations or in the transaction of business. | |  | c. | ​business transactions. | |  | d. | ​legal protections for an organization. |  |  |  | | --- | --- | | *ANSWER:* | b | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 28. ​What is the best method for protecting your vital and important records?   |  |  |  | | --- | --- | --- | |  | a. | ​identify a single location to store all vital papers and information | |  | b. | ​inventory the records kept only on computers including account numbers, user ids, and passwords | |  | c. | ​make routine backups of your computer records and store them in a separate location | |  | d. | ​All of the above |  |  |  | | --- | --- | | *ANSWER:* | d | |

|  |
| --- |
| **Matching** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Match each term with the correct statement listed next.*​   |  |  |  |  | | --- | --- | --- | --- | | a. | ​archives | b. | ​ARMA International | | c. | ​blog | d. | ​cloud | | e. | ​document imaging | f. | ​electronic mail (e-mail) | | g. | ​electronic record | h. | ​external record | | i. | ​important record | j. | ​internal record | | k. | ​ISO 15489 | l. | ​nonessential documents | | m. | ​podcast | n. | ​record | | o. | ​record and information life cycle | p. | ​records management | | q. | ​reference document | r. | ​social media | | s. | ​transaction document | t. | ​tweet | | u. | ​vital records | v. | ​wiki | | w. | ​webinar | x. | ​useful records | |

|  |  |  |
| --- | --- | --- |
| 29. ​A shared, online journal   |  |  | | --- | --- | | *ANSWER:* | c | |

|  |  |  |
| --- | --- | --- |
| 30. ​An automated system for scanning, storing, retrieving, and managing images of physical records in an electronic format   |  |  | | --- | --- | | *ANSWER:* | e | |

|  |  |  |
| --- | --- | --- |
| 31. ​A page or collection of web pages that allows people who access it to contribute or modify content   |  |  | | --- | --- | | *ANSWER:* | v | |

|  |  |  |
| --- | --- | --- |
| 32. ​The systematic control of all records from their creation or receipt, through their processing, distribution, organization, storage, and retrieval, to their ultimate disposition   |  |  | | --- | --- | | *ANSWER:* | p | |

|  |  |  |
| --- | --- | --- |
| 33. ​Facilities where records of an organization are preserved because of their continuing or historical value   |  |  | | --- | --- | | *ANSWER:* | a | |

|  |  |  |
| --- | --- | --- |
| 34. ​Stored information, regardless of media or characteristics, made or received by an organization that is evidence of its operations and has value requiring its retention for a specific period of time   |  |  | | --- | --- | | *ANSWER:* | n | |

|  |  |  |
| --- | --- | --- |
| 35. ​A record stored on electronic media that can be readily accessed or changed   |  |  | | --- | --- | | *ANSWER:* | g | |

|  |  |  |
| --- | --- | --- |
| 36. ​Documents are for use outside of the organization   |  |  | | --- | --- | | *ANSWER:* | h | |

|  |  |  |
| --- | --- | --- |
| 37. ​Records used to assist in performing a firm’s business operations and, if destroyed, are replaceable only at great cost.   |  |  | | --- | --- | | *ANSWER:* | i | |

|  |  |  |
| --- | --- | --- |
| 38. ​Documents containing information needed for operations inside the organization. The documents may be received from an outside source or created within the organization.   |  |  | | --- | --- | | *ANSWER:* | j | |

|  |  |  |
| --- | --- | --- |
| 39. ​A short message posted on the Twitter social network website   |  |  | | --- | --- | | *ANSWER:* | t | |

|  |  |  |
| --- | --- | --- |
| 40. ​An association for information management professionals   |  |  | | --- | --- | | *ANSWER:* | b | |

|  |  |  |
| --- | --- | --- |
| 41. ​The life span of a record that follows a set of phases from creation to final disposition   |  |  | | --- | --- | | *ANSWER:* | o | |

|  |  |  |
| --- | --- | --- |
| 42. ​A broadcast sent over the Internet to receivers who hear and/or view the information via computers, MP3 players, or other electronic devices   |  |  | | --- | --- | | *ANSWER:* | m | |

|  |  |  |
| --- | --- | --- |
| 43. ​A system that enables users to compose, transmit, receive, and manage electronic documents and images across networks   |  |  | | --- | --- | | *ANSWER:* | f | |

|  |  |  |
| --- | --- | --- |
| 44. ​Records that contain information needed to carry on the operations of a firm over long periods of time   |  |  | | --- | --- | | *ANSWER:* | q | |

|  |  |  |
| --- | --- | --- |
| 45. ​A standard for records management policies and procedures   |  |  | | --- | --- | | *ANSWER:* | k | |

|  |  |  |
| --- | --- | --- |
| 46. ​A record used in a firm’s day-to-day operations   |  |  | | --- | --- | | *ANSWER:* | s | |

|  |  |  |
| --- | --- | --- |
| 47. ​Records that must be kept permanently because they are needed for continuing the operations of a firm and are usually not replaceable   |  |  | | --- | --- | | *ANSWER:* | u | |

|  |  |  |
| --- | --- | --- |
| 48. ​The Internet (or a network of servers) that can be for storage or to run computer applications such as e-mail   |  |  | | --- | --- | | *ANSWER:* | d | |

|  |  |  |
| --- | --- | --- |
| 49. ​Records that have no predictable value after their initial use   |  |  | | --- | --- | | *ANSWER:* | l | |

|  |  |  |
| --- | --- | --- |
| 50. ​Businesses and other organizations use social websites to promote and advertise their products and services.   |  |  | | --- | --- | | *ANSWER:* | r | |

|  |  |  |
| --- | --- | --- |
| 51. ​A record that is helpful in conducting business operations and that may, if destroyed, be replaced at slight cost   |  |  | | --- | --- | | *ANSWER:* | x | |

|  |  |  |
| --- | --- | --- |
| 52. ​A video presentation where participants and the presenter can interact and is given over the Internet   |  |  | | --- | --- | | *ANSWER:* | w | |

|  |
| --- |
| **Subjective Short Answer** |

|  |  |  |
| --- | --- | --- |
| 53. Identify the types of transaction records needed to meet regulatory and compliance requirements when financing the purchase of a new automobile.​   |  |  | | --- | --- | | *ANSWER:* | The necessary records include: the financial application and subsequent approval, the Department of Motor Vehicles registration and title application, and proof of insurance information.​ | |

|  |  |  |
| --- | --- | --- |
| 54. Describe two ways in which business transaction records can be created when you pay a monthly cell phone bill.   |  |  | | --- | --- | | *ANSWER:* | ​Any two of the three payment options is correct.   * **Option 1:** You receive your paper bill in the mail. You check the bill for accuracy. You pay the bill by writing a paper check and mailing it with the remittance portion of the invoice to the phone company. * **Option 2:** You receive your bill in an e-mail or text message on your cell phone. You check the bill for accuracy. You pay the bill by accessing your online bank checking account. The bank then electronically transfers the money from your checking account to the phone company. * **Option 3:** You receive a bill via e-mail or text message on your phone. You check the bill for accuracy. You have set up an auto-pay authorization between the phone company and your credit card company. The amount due appears on the next credit card statement. You pay the credit card balance by accessing your online checking account to pay the bill electronically. You receive reward mileage for using your credit card. | |