

**Exam Number/Code:**CSQA

**Exam Name:**Certified Software  
Quality Analyst

**Version:** Demo

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QUESTION NO: 1

As the continuum of work processes move or evolve towards creative processes, the mix of written procedures and people skills change.

- A. True
- B. False

Answer: A

QUESTION NO: 2

Which item(s) below are measures of central tendency?

- A. Mean
- B. Median
- C. Mode
- D. All of the above
- E. A and C above

Answer: D

QUESTION NO: 3

The amount of effort required to intercouple or interconnect computer systems is referred to as:

- A. Reusability
- B. Flexibility
- C. Portability
- D. Interoperability

Answer: D

QUESTION NO: 4

The acronym COTS refers to:

- A. Critical Organizational Testing Systems
- B. Commercial Off The Shelf Software
- C. Contractor Overview Training System
- D. Code Origination Tracking System

Answer: B

QUESTION NO: 5

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

QUESTION NO: 6

If you use the PDCA cycle for managing processes, which activity is associated with the CHECK component?

- A. Process Definition
- B. Process Mapping
- C. Process Measurement
- D. Process Improvement
- E. Process Controls

Answer: C

QUESTION NO: 7

A subjective enforcement decision is when someone analyzes the situation and then makes a decision on whether or not to enforce the policy.

- A. True
- B. False

Answer: A

QUESTION 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

QUESTION NO: 9

Which of the following would be considered an important prerequisite to quality planning?

- A. Establishing a Quality Assurance Function
- B. Defining the IT Vision, Mission, and Goals
- C. Defining the Quality Assurance Mission and Goals
- D. Adopting the Six Sigma Concept
- E. Calculating Cost-of-Quality for the IT Organization

Answer: B

QUESTION NO: 10

The step which evaluates whether people possess the skills necessary to effectively use the COTS software in their day-to-day work is referred as:

- A. Demonstrate the Software in Operation
- B. Acceptance Test the Software Process
- C. Evaluate People Fit
- D. Define Critical Success Factor

Answer: C

QUESTION NO: 11

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

QUESTION NO: 12

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

Answer: E

QUESTION NO: 13

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

Answer: D

QUESTION NO: 14

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

Answer: B

QUESTION NO: 15

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?

Answer: A

QUESTION NO: 16

Enforcement of standards is the responsibility of:

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

Answer: A

QUESTION NO: 17

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

Answer: E

QUESTION NO: 18

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

Answer: B

QUESTION NO: 19

The primary responsibility of quality lies with:

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

Answer: B

QUESTION NO: 20

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

A. True

B. False

Answer: A