

CAG Practice Test Questions and Answers

1. What does SWOT analysis evaluate?

- A) Strengths, Weaknesses, Opportunities, and Threats
- B) Systems, Workflows, Operations, and Technology
- C) Sales, Workers, Outputs, and Timelines
- D) Standards, Warranties, Objectives, and Targets

2. What is a root cause analysis used for?

- A) To identify the underlying cause of a problem rather than just addressing symptoms
- B) To assign blame to individuals who made mistakes
- C) To calculate the financial cost of errors
- D) To document problems for annual reporting

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4. What is a Service Level Agreement (SLA)?

- A) A formal agreement defining the expected service quality, responsibilities, and metrics
- B) An informal verbal promise between colleagues
- C) A legal document required only for government contracts
- D) A marketing document used to attract new clients

Answers: 1-A 2-A 3-A 4-A

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