

CPHT Practice Test Questions and Answers

1. 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

2. What is the purpose of a technology needs assessment?

- A) To identify gaps between current capabilities and desired outcomes
- B) To purchase the most expensive available solution
- C) To justify the IT department's budget
- D) To replace all manual processes immediately

3. What distinguishes quality assurance from quality control?

- A) QA is proactive and process-focused; QC is reactive and product-focused
- B) QA is performed by managers; QC is performed by workers
- C) QA is more expensive; QC is free
- D) There is no practical difference between them

4. What should a CPHT professional include in a formal report?

- A) Clear objectives, methodology, findings, conclusions, and recommendations
- B) Only the conclusions and recommendations
- C) Personal opinions without supporting evidence
- D) Technical jargon to demonstrate expertise

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

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