

GAP Practice Test Questions and Answers

1. What is an SLA in GAP technology?

- A) A formal agreement defining expected service performance standards
- B) An employee termination document
- C) A programming language
- D) An equipment warranty

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3. What is a dashboard in GAP reporting?

- A) A visual display of key metrics for at-a-glance performance monitoring
- B) A physical control panel
- C) A written monthly report
- D) An IT-only tool

4. What is a KPI in GAP quality management?

- A) A measurable value showing how effectively objectives are achieved
- B) A personal opinion metric
- C) A decorative element
- D) A financial instrument

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

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