

Business Services Practice Test Questions and Answers

1. What is 'HR analytics'?

- A) Tracking inventory levels in HR software
- B) Using data to improve HR decisions around hiring, performance, retention, and workforce planning
- C) Analyzing competitor benefits packages
- D) Managing employee scheduling software

2. What is 'IT governance'?

- A) Government regulation of the internet
- B) A framework ensuring IT investments align with business goals and are properly managed
- C) Managing the company's social media accounts
- D) Setting technical specifications for new products

3. What does 'GDPR' regulate?

- A) Import and export of physical goods in the EU
- B) The collection, storage, and processing of personal data for individuals in the EU
- C) Business licensing requirements in Germany
- D) Financial reporting standards for EU companies

4. A service is accessible to?

- A) Perishability
- B) Inconsistency
- C) Intangibility
- D) Inseparability:

Answers: 1-B 2-B 3-B 4-C

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