# Introduction to Digital Transformation and RPA

## Overview of Digital Transformation

1. Which of the following is NOT a key concept of digital transformation?
   1. Customer Centricity
   2. Data-Driven Decision Making
   3. Cost Reduction
   4. Agility and Innovation

Answer: c

1. What is a primary driver of digital transformation?
   1. Government regulations
   2. Customer demand
   3. Technological advancements
   4. All of the above

Answer: d

1. Which of the following is a potential challenge of digital transformation?
   1. Improved accuracy
   2. Increased efficiency
   3. Reduce cost
   4. Resistance to change

Answer: d

1. What of the following is a risk of digital transformation
   1. Failure to achieve desired outcomes
   2. Job displacement
   3. Increased cyber security risks
   4. All of the above

Answer: d

1. How does RPA support digital transformation?
   1. Cloud Migration
   2. Data Analytics
   3. Automation of processes
   4. All of the above

Answer: d

## Introduction to Robotic Process Automation (RPA)

1. Which of the following is NOT a characteristic of RPA bots?
   1. Mimic human actions
   2. Follow predefined rules
   3. Require human judgment
   4. Can be scaled up or down

Answer: c

1. What type of RPA requires human interaction to initiate and monitor the process?
   1. Attended RPA
   2. Unattended RPA
   3. Hybrid RPA
   4. None of the above

Answer: a

1. Which of the following is NOT an application of RPA?
   1. Data entry and processing
   2. Customer service
   3. Financial operations
   4. Software development

Answer: d

1. Which of the following is NOT a benefit of RPA?
   1. Increased efficiency
   2. Improved accuracy
   3. Reduced costs
   4. Enhanced creativity

Answer: d

1. What is a limitation of RPA?
   1. Limited scope
   2. High implementation costs
   3. Job displacement
   4. All of the above

Answer: d