



# 840-423<sup>Q&As</sup>

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#### QUESTION 1

Which option is a governance approach for a project?

- A. committee of stakeholder reps
- B. measurements of system security
- C. operating procedures for data backup
- D. status reports on total IT systems

Correct Answer: A

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#### QUESTION 2

Which statement describes why it is important to separate major from minor problems in getting expected benefits?

- A. Major problems are always harder to fix.
- B. Minor problems usually affect more people.
- C. This information is used for system status reporting.
- D. An accurate breakdown allows for putting resource on items with high impact.

Correct Answer: D

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#### QUESTION 3

Which action is the recommended way to address a business constraint on "user training time"?

- A. Create a self-study module and inform users that they are responsible to train themselves as time allows.
- B. Revise the training so that it fits into time available from the busiest users.
- C. Train a core set of users and develop a plan for them to get others to the required level of execution capability.
- D. Extend the project timeline and delay future deployment or the next phase until users are trained.

Correct Answer: C

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#### QUESTION 4

Which option describes a reason to document the benefits and risks expected from a business case?

- A. to have a basis for the project manager's performance rating
- B. to have a consistent basis for judging the effectiveness of a solution



- C. so that everyone has common understanding of problems that are likely to occur with the first release
- D. to give the project sponsor a basis to support additional funding for deployment on a larger scale

Correct Answer: B

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#### QUESTION 5

Which statement is a characteristic of future state capabilities?

- A. They identify operating practices for a single department.
- B. They depict all of the requirements that a customer organization desires (best case).
- C. They convey the most important business elements that are needed to achieve goals in the future.
- D. They should define very detailed needs for the near-term and high-level needs for one or more years out.

Correct Answer: C

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