PK0-005<sup>Q&As</sup>

CompTIA Project+

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**QUESTION 1**

A project team participates in a brainstorming session to define the guidance, direction, and approach for monitoring established procedures for developed products. Which of the following plans is the team creating?

A. Project transition

B. Project management

C. Project communications

D. Project quality assurance

Correct Answer: D

Explanation: Project quality assurance is the process of ensuring that the project meets the quality standards and requirements defined by the stakeholders and the organization. It involves planning, implementing, and monitoring quality activities throughout the project life cycle. Project quality assurance is different from project quality control, which is the process of inspecting and testing the project deliverables and outputs to identify and correct defects. Project quality assurance is also different from project transition, which is the process of transferring the project deliverables and outputs to the end users or customers. Project management is the application of knowledge, skills, tools, and techniques to project activities to meet the project objectives. Project communications is the process of planning, creating, distributing, and managing information among the project stakeholders. References = CompTIA Project+ Study Guide: Exam PK0005, 3rd Edition, Chapter 8: Quality Management1; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 8: Quality Management2

**QUESTION 2**

While working in a collaborative, online brainstorming session, team members send private messages to the facilitator about challenges understanding others when they are speaking due to accents and background noises. Which of the following should the facilitator do to overcome the challenges?

A. Instruct the team members to set their speakers to maximum volume and mute their microphones.

B. Require everyone to turn on their cameras and use the same background filter.

C. Encourage the use of the chat and use plain language when speaking.

D. Allow one person to speak at a time after receiving acknowledgment from the facilitator.

Correct Answer: C

Explanation: Using the chat and plain language can help overcome the communication barriers caused by accents and background noises. Chat allows team members to write down their ideas and questions, which can be easier to understand than spoken words. Plain language reduces the ambiguity and complexity of the messages, making them more clear and concise. These techniques can also enhance the participation and engagement of the team members, as they can express their thoughts and opinions more comfortably and confidently. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 4: Communication and Change Management, p. 97-98.

**QUESTION 3**

As a result of an approved change, the project manager updates the project plan with the newest project end date. Which of the following change control processes should the project manager complete NEXT?

A. Document the request in the change control log.

B. Communicate the change deployment.

C. Conduct an impact assessment.

D. Implement the change.

Correct Answer: B

Explanation: The project manager should communicate the change deployment next after updating the project plan with the newest project end date as a result of an approved change. Communicating the change deployment involves informing all relevant parties about when and how the change will be implemented and what are the expected outcomes and benefits. Communicating the change deployment can help to ensure alignment, readiness, and support for the change and avoid any confusion or resistance.

## QUESTION 4

Which of the following tools should a project manager use to assess the activities performed, work effort applied, and the productivity of a project?

A. Project status report

B. Project evaluation review

C. Project management software

D. Requirements traceability matrix

Correct Answer: B

A project evaluation review is a tool that helps a project manager assess the activities performed, work effort applied, and the productivity of a project. It involves collecting and analyzing data on the project\\'s performance, outcomes, and

impacts. It also provides feedback and recommendations for improvement and learning. A project evaluation review can be done at different stages of the project life cycle, such as during or after completion. References = CompTIA Project+

PK0-005 Certification Study Guide, Chapter 14: Project Evaluation and Assessment; CompTIA Project+ Certification Exam Objectives, Domain 4:

Project Closure, Objective 4.1: Conduct project closure activities.

## QUESTION 5

A project manager is overseeing the implementation of a major upgrade to a critical ERP system. The project sponsor is requiring that the upgrade should not exceed more than three hours of downtime for the implementation and validation in production. During cutover, the team runs into a validation issue after 2.5 hours, and the process is only 70% through the validation steps. Which of the following actions should the project manager take?

A. Notify customers the downtime will take longer than expected.

B. Add new team members to help speed up validation.

C. Begin executing the rollback plan.

D. Record the issue and proceed with the implementation.

Correct Answer: C

Explanation: When a critical ERP system upgrade encounters a validation issue and is at risk of exceeding the allotted downtime, the project manager should begin executing the rollback plan. This action is taken to ensure that the system can be restored to its previous state without exceeding the downtime limit, thus minimizing the impact on the business operations.

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