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QUESTION 1

A critical piece of equipment that is needed for the installation of a point-of-sale solution is delayed from the manufacturer. The delay will cause the project to be significantly behind schedule. The project manager decides to buy the item at a higher cost from another vendor who can supply it immediately. Which of the following risk management approaches has the project manager taken?

- A. Mitigate
- B. Transfer
- C. Accept
- D. Share

Correct Answer: A

QUESTION 2

While managing a project, a PM is assigned to work on a second project. The second project becomes more complex and monopolizes the PM's time. The PM learns that a similarly time-consuming project was executed previously in the organization. Which of the following actions should the PM take?

- A. Perform a root cause analysis.
- B. Organize a stakeholder meeting.
- C. Escalate the issue to the CCB.
- D. Contact the PMO for assistance.

Correct Answer: D

QUESTION 3

A hurricane delays the shipment of critical equipment for a project. Which of the following is BEST to use to document the effects of this delay?

- A. Issue log
- B. Gantt chart
- C. Milestone chart
- D. Change control log

Correct Answer: A

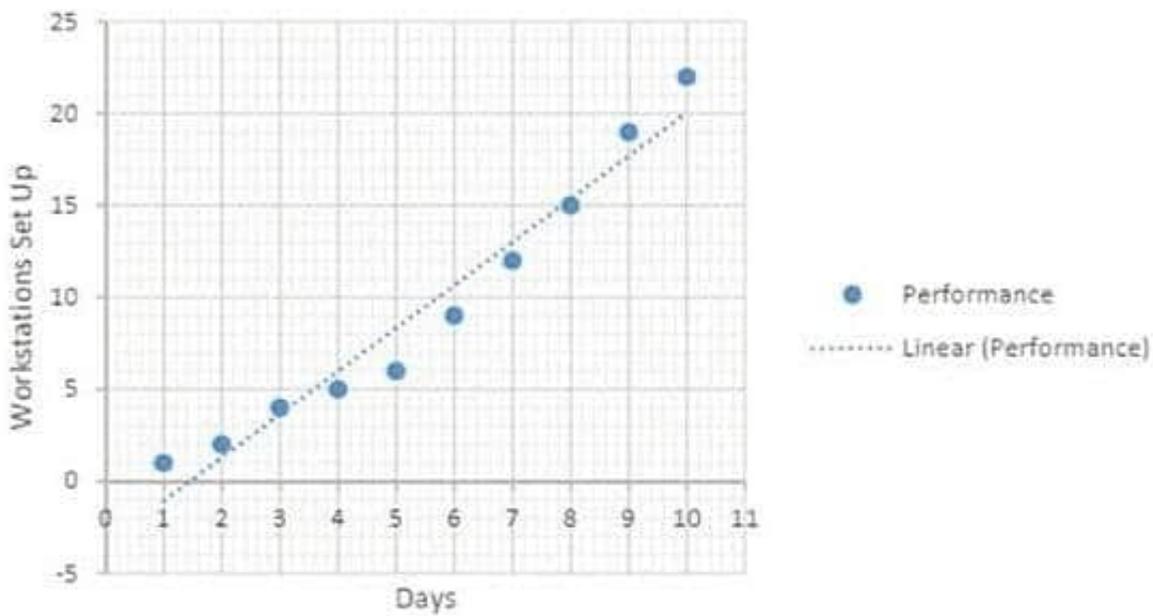


QUESTION 4

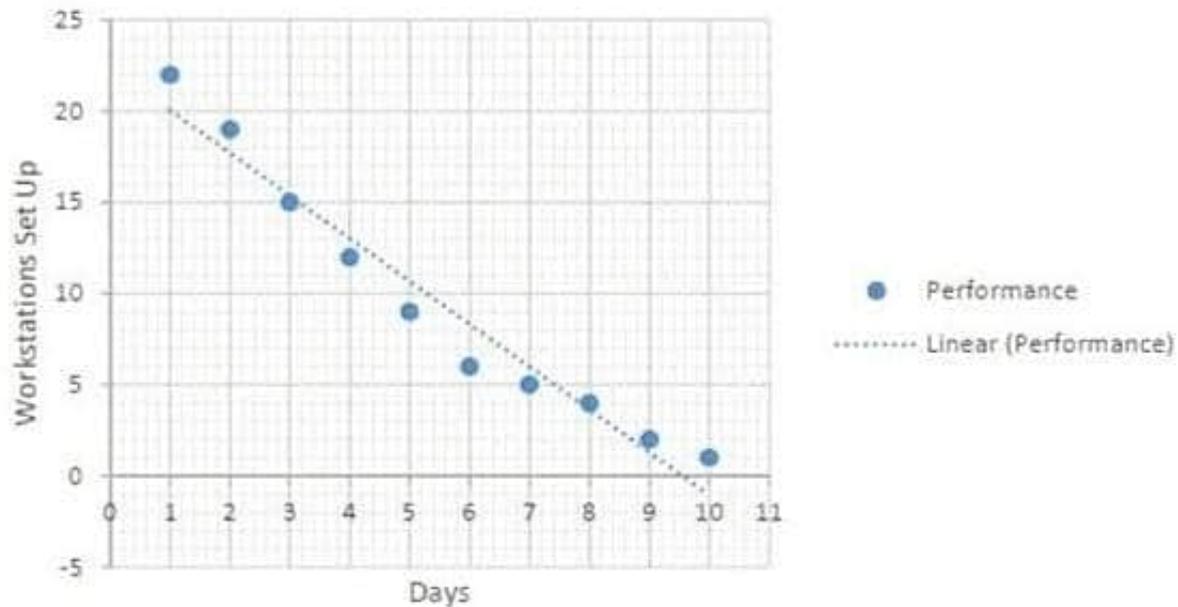
An IT intern was assigned to set up workstations as part of a project. The IT intern was very careful to do the task well and initially referred to notes while performing the task. By the end of the two-week rotation, the IT intern no longer needed the notes and completed more set-ups in less time.

Which of the following MOST likely represents the observed relationship in this scenario?

A.

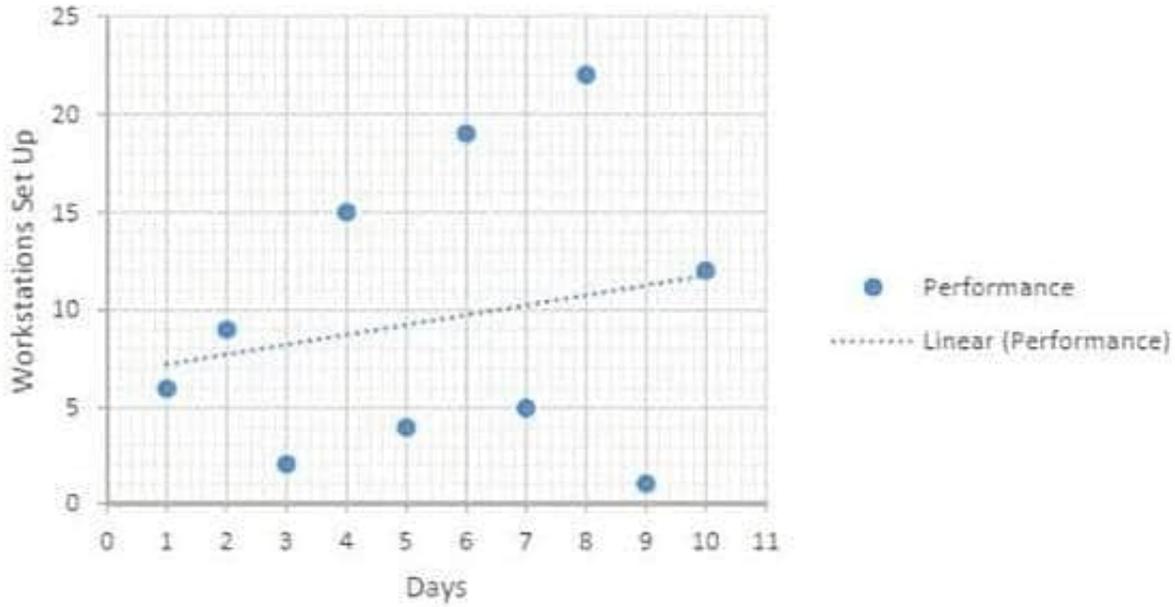


B.

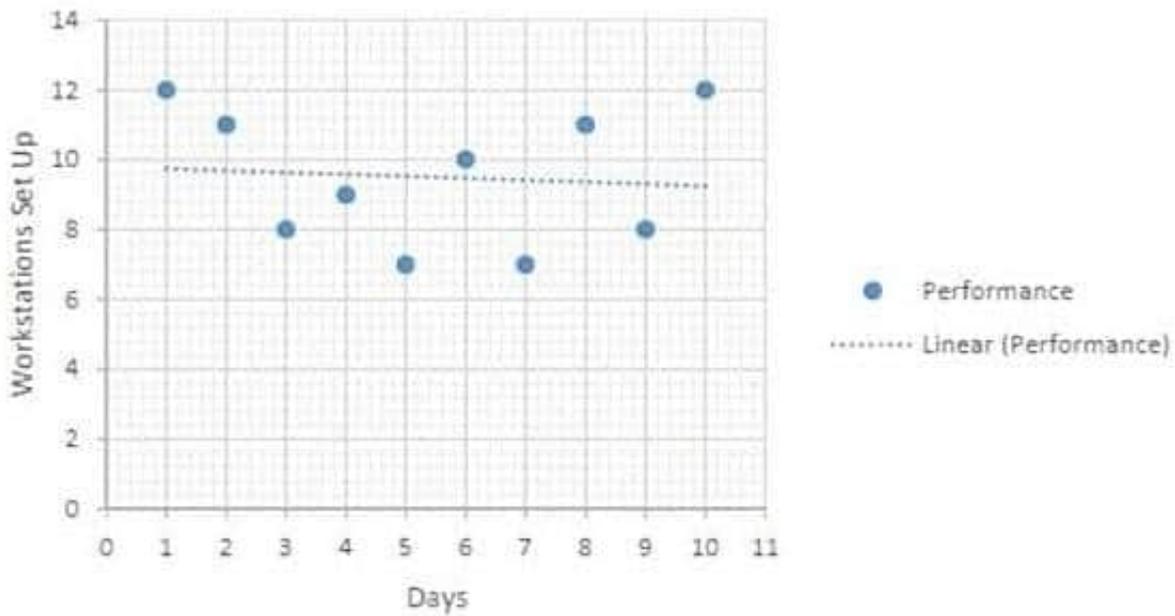




C.



D.



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C



QUESTION 5

A PM is responsible for implementing a new customer relationship management system and has learned that the sales organization is reluctant to utilize the new system. The organization's reluctance could jeopardize the success of the project.

Which of the following steps should be taken to understand the adoption issues and gain organizational acceptance of the initiative? (Choose two.)

- A. Train users on the proper use of the system.
- B. Escalate the issue to the CCB.
- C. Hold sessions to understand user challenges.
- D. Track system usage and report user activity.
- E. Log the issue in the project risk register.
- F. Create a memorandum of acceptable use.

Correct Answer: CE

This will help the PM to understand the specific reasons why the sales organization is reluctant to use the new system. Once the PM understands the challenges, they can work to address them. This will ensure that the issue is tracked and that it is addressed in the project plan.

QUESTION 6

One deliverable failed during testing, and this has already happened several times.

Which of the following tools is MOST appropriate for the project team to use to determine the cause of the problem?

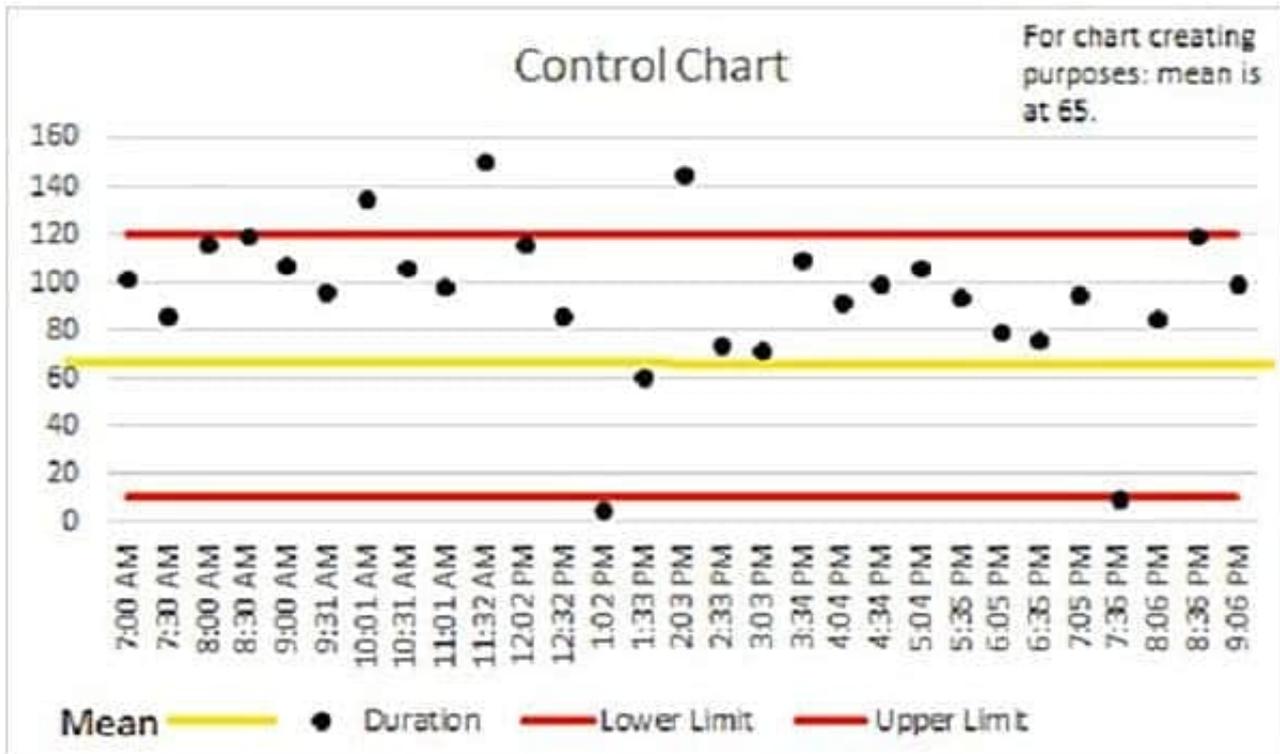
- A. Run chart
- B. Fishbone diagram
- C. Scatter diagram
- D. Gantt chart

Correct Answer: B

Reference: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 322

QUESTION 7

A project team evaluated the performance of a new reporting system and the quantity of queries to be processed during predetermined time stamps.



Which of the following is the current status of the process?

- A. Based on the rule of seven, the process is under control.
- B. The amount of data is insufficient to determine if quality is low.
- C. The process is out of control and should be revised.
- D. The goal should be adjusted since most of the data points are close to the lower limit.

Correct Answer: C

Due to so many points being above the mean in a row without dropping below the mean, the project is considered out of control.

QUESTION 8

During a project sprint, an analyst explains multiple situations the team encountered after the previous day's sessions. The analyst then lists the tasks that need to be completed before the end of the day. Which of the following meeting types is the team utilizing?

- A. Stand-up meeting
- B. Workshop meeting
- C. Kick-off meeting
- D. Presentation meeting

Correct Answer: A



The scenario described, where an analyst explains situations from the previous day and lists tasks to be completed, aligns with a stand-up meeting. Stand-up meetings are a common agile practice where team members provide brief updates on their progress, discuss any challenges or issues, and plan tasks for the day. The meeting is typically short, focused, and conducted while standing to encourage brevity and engagement.

QUESTION 9

Which of the following should occur when implementing an IT infrastructure change that takes risks into consideration?

- A. Approving the change request
- B. Developing a rollback plan
- C. Gathering necessary resources
- D. Defining requirements

Correct Answer: B

QUESTION 10

A company is implementing a new radar system from July to September. The project manager knows these months are the peak hurricane season for this region. Which of the following should the project manager develop to mitigate the risk to the project?

- A. Data plan
- B. Contingency plan
- C. Rollback plan
- D. Recovery plan

Correct Answer: B

QUESTION 11

A critical business initiative introduced new processes and technology to the organization. Which of the following approaches should be used to ensure the deliverables are increasingly adopted and leveraged by the organization over time?

- A. Creation of a social news forum
- B. Management directives to use the new system
- C. New user kickoff meeting



D. Monthly feedback and training sessions

Correct Answer: D

QUESTION 12

A project manager has just finished overseeing the implementation of a new, self-service benefits enrollment system. Many employees, however, are calling the human resources team for assistance instead of using the self-service system. Which of the following should the project manager have done as part of the execution plan?

- A. Establish a minimally viable product.
- B. Prepare new knowledge base documentation.
- C. Update the project baseline and schedule.
- D. Periodically review vendor performance.

Correct Answer: B

When implementing a new system, it's crucial to provide users with resources to understand how to use it. A knowledge base or user documentation would have been helpful in this situation, as it could guide employees on how to use the new self-service benefits enrollment system, reducing the need for them to call the human resources team for assistance.

QUESTION 13

Which of the following would be the MOST beneficial to determine whether a project has met the defined objectives?

- A. Schedule variance
- B. Cost variance
- C. Work breakdown structure
- D. Key performance indicators

Correct Answer: D

Key performance indicators (KPIs) are the most beneficial tools for assessing whether a project has met its defined objectives. KPIs are specific, measurable metrics that are aligned with the project's goals. They provide a clear and quantitative way to evaluate project performance and determine whether the project has achieved its intended outcomes. While schedule variance and cost variance are important measures, KPIs offer a more comprehensive view of the project's success in meeting its objectives.

QUESTION 14

A project sponsor and Chief Information Officer (CIO) disagree about how to release the final deliverables to the market. The sponsor wants to do a massive product release, while the CIO wants to be extremely cautious and add more time



for testing and defect resolution. The project manager works with both parties and determines the best solution is to roll the product out in a pilot release to see how it tests, and then use customer feedback to determine next steps. Which of the following conflict resolution techniques is the project manager using?

- A. Forcing
- B. Negotiating
- C. Compromising
- D. Avoiding

Correct Answer: C

QUESTION 15

A financial manager reports that several employees' allocations from the past month appear to be 200% even though they are only assigned to a particular project. Which of the following could MOST likely be the cause of this issue?

- A. A project manager assigned the wrong resources.
- B. A project manager did not release the resources.
- C. A project manager did not remove the system access.
- D. A project manager did not provide the project sign-off.

Correct Answer: B

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