Exam Questions PK0-005

CompTIA Project+ Certification Exam

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NEW QUESTION 1
A sponsor prefers to communicate with the team using email, phone calls, conversations in the hallway, and impromptu meetings. Which of the following types of communication is the sponsor using?

A. Informal communication
B. Formal communication
C. Synchronous communication
D. Asynchronous communication

Answer: A

Explanation:
Informal communication is a type of communication that is casual, spontaneous, and unstructured. It does not follow any predefined rules, protocols, or formats. Examples of informal communication include email, phone calls, conversations in the hallway, and impromptu meetings12. The sponsor is using informal communication to communicate with the team, as these methods are convenient, flexible, and personal. However, informal communication may also have some drawbacks, such as lack of documentation, inconsistency, and potential for misunderstanding3. Therefore, the sponsor should also use formal communication when necessary, such as for official reports, contracts, and presentations4.

NEW QUESTION 2
Which of the following describes three-tier architecture?

A. Conceptual, design, and implementation stages
B. Presentation, application, and data processing
C. Network, software, and security
D. Development, testing, and production environment

Answer: B

Explanation:
Presentation, application, and data processing. Presentation, application, and data processing are the three logical and physical computing tiers that make up a three-tier architecture. A three-tier architecture is a type of software architecture that separates an application into three layers or tiers that run on different servers or machines. Each tier performs a specific function or role and communicates with other tiers through well-defined interfaces. The presentation tier is the user interface and communication layer of the application, where the end user interacts with the application. The application tier is the logic or middle tier of the application, where data is processed using business
rules. The data processing tier is the data or back-end tier of the application, where data is stored and managed12

NEW QUESTION 3
Which of the following activities would a project manager perform during the closing phase? (Select THREE).

A. Lessons learned
B. Risk analysis
C. Removing resources
D. Acquiring resources
E. Statement of work sign-off
F. Stakeholder analysis
G. Removing access

Answer: ACG

Explanation:
Lessons learned, removing resources, and removing access are activities that a project manager would perform during the closing phase of a project. Lessons learned is a process of collecting and documenting the knowledge and experience gained from a project for future reference and improvement. Removing resources is a process of releasing or reallocating any human or material resources that were used for the project. Removing access is a process of revoking any permissions or privileges that were granted to the project team members or stakeholders for accessing any systems or data related to the project. These activities can help to finalize and close a project successfully and ensure that all deliverables are transferred, all documentation is approved and archived, all contracts are closed, and all stakeholders are satisfied.

NEW QUESTION 4
Several months after a project has ended, a project team member is still charging time to the project and is unable to charge time to new projects. Which of the following did the project manager neglect to do?

A. Remove the team member's access.
B. Release the project resources.
C. Collect the stakeholders' feedback.
D. Have the closeout report approved.

Answer: B

Explanation:
Releasing the project resources is the process of formally ending the involvement of the project team members and other resources in the project. It also involves updating the resource availability and performance records, and providing feedback and recognition to the resources. Releasing the project resources is an important part of the project closure phase, and it helps to avoid unnecessary costs and conflicts. If the project manager neglects to release the project resources, the team members may still charge time to the project and be unable to work on new projects12.

NEW QUESTION 5
Which of the following is a quality assurance tool?

A. Defining project goals
B. Identifying the root cause analysis
C. Assessing employee efficiency
D. Assessing skill gaps

Answer: B

Explanation:
Identifying the root cause analysis. Identifying the root cause analysis is a quality assurance tool that can help to find and eliminate the underlying causes of quality problems or defects. Root cause analysis is a systematic process of asking why a problem occurred and tracing it back to its source. Root cause analysis can help to prevent recurrence of the same or similar problems, improve quality performance, and reduce costs and risks12

NEW QUESTION 6
Which of the following cloud models is designed to provide compute, storage, and networking resources on demand?

A. Software as a service
B. Infrastructure as a service
C. Data as a service
D. Platform as a service

Answer: B

Explanation:
Infrastructure as a service (IaaS) is a cloud model that provides on-demand access to cloud-hosted physical and virtual servers, storage, and networking resources. IaaS customers can provision, configure, and use these resources as they would use on- premises hardware, but without the hassle of purchasing, installing, managing, and maintaining them. The cloud service provider owns, manages, and maintains the hardware and computing resources in its own data centers, and charges the customers based on their usage. IaaS is suitable for customers who need flexibility, scalability, and control over their IT infrastructure, and who want to avoid the high costs and complexity of owning and operating their own hardware. The other options are not correct because:
? Software as a service (SaaS) is a cloud model that provides on-demand access to ready-to-use, cloud-hosted application software. SaaS customers do not need to install, update, or maintain the software, as the cloud service provider handles all the technical aspects. SaaS is suitable for customers who need to access common applications, such as email, office productivity, or customer relationship management, without worrying about the underlying infrastructure or platform.
? Data as a service (DaaS) is a cloud model that provides on-demand access to cloud-hosted data sources, such as databases, data warehouses, or data lakes. DaaS customers can query, analyze, and visualize the data, as well as integrate it with other applications or services, using APIs or web interfaces. DaaS is suitable for customers who need to leverage data from various sources, such as social media, IoT devices, or third-party providers, without having to store, manage, or process the data themselves.
? Platform as a service (PaaS) is a cloud model that provides on-demand access to a complete, ready-to-use, cloud-hosted platform for developing, running, maintaining, and managing applications. PaaS customers can use the platform's tools, frameworks, libraries, and services to create and deploy applications, without having to worry about the underlying infrastructure or software. PaaS is suitable for customers who need to develop, test, and deploy applications quickly and efficiently, and who want to take advantage of the cloud's scalability, reliability, and security features. References = IaaS vs. PaaS vs. SaaS; AWS Fundamentals: Understanding Compute, Storage, Database, Networking & Security; What are the different types of cloud computing?; What is Cloud Storage and How to Use It

NEW QUESTION 7
One of the key steps in controlling changes lo software is obtaining approval. Which of the following statements best describes the reason for this key objective?

A. To send the appropriate customer notifications
B. To avoid a negative impact on other software functionalities
C. To ensure adequate resources are in place to implement the change
D. To confirm that the software is a business priority

Answer: B

Explanation:
Obtaining approval for changes to software is crucial to ensure that the changes do not negatively impact other functionalities of the software. Approval processes typically involve a review that assesses the potential impacts of the change, which helps in mitigating risks associated with the change.
References = The answer is based on standard project management practices and the typical use of change control processes in software development. For detailed information, please refer to the CompTIA Project+ Study Guide and other official CompTIA resources.

NEW QUESTION 8
A project manager needs to ensure that the products produced during the project meet the highest quality standards and that team members understand the importance of these standards. Which of the following should the project manager do?

A. Train the team members.
B. Assess the resource pool.
C. Develop a QA plan.
D. Create RACI matrix.

Answer: C

Explanation:
A QA plan, or quality assurance plan, is a document that specifies the quality standards, practices, resources, specifications, and activities for a product, service, project, or contract. A QA plan helps to ensure that the products produced during the project meet the highest quality standards and that the project objectives and customer requirements are met. A QA plan also helps to communicate the quality expectations and responsibilities to the team members and other stakeholders, and to monitor and control the quality performance throughout the project. Developing a QA plan is one of the key tasks of the project manager, as it is part of the project scope management and project quality management processes123. References = CompTIA Project+ Study Guide: Exam PK0- 005, 3rd Edition, Chapter 3: Project Scope Management, p. 97; Chapter 5: Project Quality Management, p. 169; 6 Key Steps to Creating A Quality Assurance Plan - The QA Lead; What is Quality Planning? Quality Control Plans | ASQ; What Is A Quality Assurance Plan? - Sofeast

NEW QUESTION 9

Two stakeholders, who have a history of animosity toward one another, are in disagreement during a project. The project's timeline depends on the stakeholders accomplishing their tasks. Which of the following conflict resolution methods would be best to utilize?

A. Smoothing
B. Confronting
C. Forcing
D. Compromising

Answer: B

Explanation:
Confronting, also known as problem-solving or collaborating, is a method of conflict resolution that involves addressing the root cause of the conflict and finding a mutually beneficial solution that satisfies both parties. Confronting is the most effective method when the stakes are high and the relationship is important, as it can lead to increased trust, respect, and cooperation. Confronting requires open communication, active listening, empathy, and creativity from both parties. Confronting is the best method to use in this scenario, as it can help the stakeholders overcome their personal animosity, focus on their common goals, and work together to complete their tasks on time12. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 7: Project Stakeholder Management, p. 246; What is Conflict Resolution, and How Does It Work?

NEW QUESTION 10
A project sponsor is struggling to provide the latest project status information on a weekly executive call. Which of the following should be reviewed?

A. Meeting cadence
B. Gap analysis
C. Dashboard
D. Adoption training

Answer: C

Explanation:
A dashboard is a visual tool that displays key project metrics and indicators in a single view12. A dashboard can help a project sponsor to provide the latest project status information on a weekly executive call by showing the project progress, budget, schedule, risks, issues, and milestones in a clear and concise way34. A dashboard can also facilitate communication, collaboration, and decision making among project stakeholders56. A dashboard should be reviewed and updated regularly to reflect the
current state of the project7. References = CompTIA Project+ Certification Study Guide8, CompTIA Project+ Certification Exam Objectives9, Write a Project Status Report in 8 Steps + Template [2023] • Asana6, Project Status Reports: 9 Easy Steps & Examples [+ Template]7, How To Write a Project Status Report (Definition and Steps)8, How to Write a Project Status Report [Template Included] - Toggl9, What Is a Project Status? Definition and Key Terms - Indeed10

NEW QUESTION 10
An IT infrastructure change request needs to be implemented in the production environment. Which of the following elements are the most important prerequisites? (Select two).

A. Rollback plans
B. Project management plan
C. Deployment plan
D. Asset management plan
E. Communication plan
F. Resource management plan

Answer: AC

Explanation:
A rollback plan is a contingency plan that describes how to revert the system to its previous state in case the change fails or causes problems. A rollback plan is important to minimize the impact of a failed change and ensure the system's availability and functionality12.
A deployment plan is a document that outlines the steps and procedures for implementing the change in the production environment. A deployment plan is important to ensure the change is executed smoothly, efficiently, and securely, and that the system meets the expected performance and quality standards34.

NEW QUESTION 11
A project manager, who finished a project some time ago, keeps receiving questions from another project manager who is currently leading a similar project. Which of the following is the most likely cause of this situation?

A. The retrospective session feedback was not communicated properly.
B. The project resources were released ahead of time.
C. The documentation was not archived as per the PMO standards.
D. The validation of deliverables is running behind schedule.

Answer: C

Explanation:
Archiving project documentation is an important process to ensure that the project information is stored, retrieved, and updated in a consistent and efficient manner1. It also helps to meet legal requirements, enable long-term analysis, and support new projects and team members1. If the documentation was not archived as per the PMO standards, it would be difficult for the current project manager to find the relevant documents and learn from the previous project. This would cause the current project manager to keep asking questions to the previous project manager, who may not have all the answers or may not be available. Therefore, the most likely cause of this situation is that the documentation was not archived as per the PMO standards. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 14: Closing the Project, page 403; How to Archive a Completed Project: A Guide for PMOs, Introduction and Benefits sections.

NEW QUESTION 13
A contractor attended a project meeting that was exclusively for company employees. Which of the following actions should the PM take?

A. Escalate to vendor management.
B. Consult the request for proposal.
C. Review the meeting cadence.
D. Reinforce the rules of engagement.

Answer: D

Explanation:
The rules of engagement are the guidelines and expectations that define the relationship between the contractor and the company. They may include topics such as communication, confidentiality, access, security, performance, and compliance. The project manager should reinforce the rules of engagement with the contractor to ensure that they understand and respect the boundaries and protocols of the company. This will help to avoid any potential conflicts, misunderstandings, or breaches of contract. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 7: Project Stakeholder Management, p. 239; Contractor Rules of Engagement - Cox Enterprises, p. 1; Legal Considerations for Engaging Contractors | LegalVision

NEW QUESTION 16
A project manager has been assigned to a new project. During the planning phase, the project manager needs to get an understanding of the purpose of the project. Which of the following should the project manager do?

A. Collate the lessons learned.
B. Perform a gap analysis.
C. Review existing artifacts.
D. Conduct a retrospective.

Answer: C

Explanation:
 The project manager should review existing artifacts to get an understanding of the purpose of the project. Existing artifacts are documents or records that provide information about the project background, context, scope, objectives, requirements, stakeholders, and deliverables. They may include documents such as project proposal, project charter, business case, feasibility study, statement of work (SOW), or contract. Reviewing existing artifacts can help to clarify the project vision and expectations and provide a basis for planning and executing the project.

NEW QUESTION 20
Which of the following would be considered operational security?

A. Mobile device compliance
B. Background screening
C. Multifactor authentication
D. Facility access

Answer: D

Explanation:
 Operational security (OPSEC) is a process that prevents sensitive information from getting into the wrong hands by viewing operations from the perspective of an adversary1. Facility access is a form of OPSEC that controls who can enter and exit a physical location where sensitive data or equipment is stored or processed. Facility access can include measures such as locks, alarms, badges, biometrics, guards, and cameras. The other options are not correct because:
? Mobile device compliance is a policy that ensures that mobile devices used by employees or contractors meet certain security standards and requirements, such as encryption, password protection, antivirus, and remote wipe. Mobile device compliance is not a form of OPSEC, but rather a form of data security or device management.
? Background screening is a process that checks the criminal, financial, and employment history of a potential employee or contractor before hiring them. Background screening is not a form of OPSEC, but rather a form of human resource management or risk mitigation.
? Multifactor authentication is a method that requires users to provide two or more pieces of evidence to verify their identity before accessing a system or service, such as a password, a code, a token, or a biometric. Multifactor authentication is not a form of OPSEC, but rather a form of access control or identity management. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 10: Executing and Closing Projects, page 314; CompTIA Project+ Certification Exam Objectives, Domain 3: Project Execution, Objective 3.2: Given a scenario, execute and monitor project tasks using traditional methodologies; What is Operational Security? The Five-Step Process, Best Practices, and More

NEW QUESTION 23
After a product is released for production, a tester performs a test to ensure its basic functionality is working as expected. Which of the following is the tester performing?

A. Smoke test
B. Stress test
C. Penetration test
D. Regression test

Answer: A

NEW QUESTION 25
Which of the following BEST describes how an organization should coordinate management of multiple related projects?

A. Apply the SDLC process.
B. Establish a program.
C. Consult the CCB.
D. Use different frameworks

Answer: B

Explanation:
 The BEST way to coordinate management of multiple related projects is to establish a program. A program is a group of related projects that are managed

together to achieve specific strategic business objectives. References: CompTIA Project+ Study Guide Section 2.2.1
The organization should establish a program to coordinate management of multiple related projects. A program is a group of related projects, subprograms, and program activities that are managed in a coordinated way to obtain benefits and control not available from managing them individually. A program can help to align multiple projects with strategic goals, optimize resources and risks, and deliver value to stakeholders.

NEW QUESTION 29
During a status meeting for a multisystem program, a program manager learns that some deliverables from another project are delayed. Which of the following should the program manager do next?

A. Obtain details from the owner of the project.
B. Update the critical path for the project.
C. Apply contingency reserves.
D. Reestimate epic user stories.

Answer: A

Explanation:
The program manager should first obtain details from the owner of the project that is causing the delay, such as the root cause, the impact, the mitigation plan, and the revised timeline. This will help the program manager to assess the situation, communicate with the stakeholders, and adjust the program schedule accordingly. Updating the critical path, applying contingency reserves, and reestimating epic user stories are possible actions that the program manager may take after obtaining the details, depending on the severity and duration of the delay. However, they are not the immediate next steps, as they require more information and analysis. References = CompTIA Project+ Study Guide: Exam PK0-005, Third Edition, Chapter 10: Executing the Project, page 2431; Dealing with delays - Project Management Institute2

NEW QUESTION 34
A system was implemented, and testing was successfully completed. Which of the following should the project manager do NEXT?

A. Validate against the scope statement and ask for sign-off.
B. Run a control chart to ensure the quality of the deliverables.
C. Review the risk register and close up residual risks.
D. Start the training and handoff for the operations team.

Answer: A

Explanation:
The project manager should validate against the scope statement and ask for sign-off after a system was implemented and testing was successfully completed. The scope statement is a document that defines and documents the project scope, objectives, deliverables, requirements, assumptions, and constraints. The scope statement can help to establish a common understanding and agreement between the project manager and the stakeholders on what the project aims to achieve and deliver. Validating against the scope statement means checking whether the project deliverables meet the agreed-upon scope criteria and quality standards. Asking for sign-off means requesting formal acceptance and approval of the project deliverables from the stakeholders.

NEW QUESTION 36
How does data discovery assist with data classification'?

A. It shows where specific data is stored
B. It automatically classifies data by keywords
C. It helps to identify the data owner
D. It provides assurance of data integrity

Answer: A

Explanation:
Data discovery is the process of finding and analyzing data across an organization's data sources, such as databases, files, cloud services, and applications12. Data discovery can assist with data classification, which is the process of assigning labels and categories to data based on its sensitivity, value, and risk34. By showing where specific data is stored, data discovery can help to:
? Identify the location and scope of sensitive data, such as personal, financial, or health information, that may require special protection or compliance measures56.
? Evaluate the data quality, accuracy, and relevance for different purposes and users78.
? Optimize the data storage, access, and governance policies and practices910. References = CompTIA Project+ Certification Study Guide, CompTIA Project+ Certification Exam Objectives, What is Data Discovery and Classification?1, Data Discovery and Classification: Working Hand in Hand2, Why Data Discovery and Classification are Important3, Data Discovery & Classification4, Data Discovery and Classification: The First Step to Data Security5, Data Discovery and Classification: A Key Component of Data Protection6, Data Discovery and Classification: The Foundation of Data Quality7, Data Discovery and Classification: The Key to Data Governance8, Data Discovery and Classification: The Essential Step to Data Optimization9, Data Discovery and Classification: The Best Practice for Data Management10

NEW QUESTION 38
Which of the following is a reason to use a SOW on a project?

A. To find out the contact information for the vendors
B. To review the list of stakeholders
C. To ensure the team stays within the scope of the contract
D. To give explicit instruction on how to execute the work

Answer: C

Explanation:
A statement of work (SOW) is a formal document that defines the entire scope of work involved for a vendor and clarifies deliverables, costs, and timeline1. It serves as a contractual agreement between a vendor and a client, providing a comprehensive description of the work to be performed2. A reason to use a SOW on a project is to ensure the team stays within the scope of the contract, as it outlines what the team will and won't do on a project, saving from painful client

negotiations and protecting
the timeline and the bottom line3. References = CompTIA Project+ PK0-005 Certification Study Guide, Chapter 3: Initiating Projects Part 1, page 63; What Is a Statement of Work? Definition & Examples, Introduction and What Is a Statement of Work (SOW) In Project Management? sections; Statement Of Work Ultimate Guide: Simple Definition & Template, Introduction and What is a Statement of Work? sections; What Is a Statement of Work (SOW)? - Coursera, Introduction section.

NEW QUESTION 42

A project team gathers weekly to review its progress. Which of the following is the project manager MOST likely to have prepared to ensure team members who are absent remain informed about assignments?

A. Status report
B. Project plan
C. Change log
D. Meeting minutes

Answer: D

Explanation:
Meeting minutes should be prepared to ensure team members who are absent remain informed about assignments. Meeting minutes document what was discussed, decisions made, and assignments given during a meeting, providing a record of the team's progress and ensuring absent members are up-to-date. References: CompTIA Project+ Study Guide Section 4.2.2
The project manager should prepare meeting minutes to ensure team members who are absent remain informed about assignments. Meeting minutes are a written record of what was discussed and decided in a meeting. They usually include information such as attendees, agenda items, action items, decisions made, issues raised, and deadlines assigned. Meeting minutes can help to communicate important information to team members who could not attend the meeting and provide a reference for future follow-up.

NEW QUESTION 46

Which of the following best represents the project impact to a company's brand value?

A. The project is compliant with local and state laws and becomes the standard for new projects.
B. The project promotes new initiatives to expand its benefit to other communities.
C. The project exceeds the sales quota for the third quarter and raises the bar for next periods.The project meets the expected milestones and finishes on time and within budget.

Answer: B

Explanation:
the brand of a project should deliver the message about its value and goals, and a proper brand helps the project get the necessary support and increases loyalty. The project that promotes new initiatives to expand its benefit to other communities is the one that best represents the project impact to a company's brand value, as it shows the company's vision, cause, and reputation.

NEW QUESTION 47

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

Answer: B

Explanation:
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.

NEW QUESTION 48

Which of the following is a capital expense?

A. Building lease
B. Building purchase
C. Building maintenance
D. Building insurance

Answer: B

Explanation:
A capital expense is the cost of acquiring or making improvements to fixed assets that have a useful life of more than one year1. A building purchase is an example of a capital expense, as it is a long-term investment that increases the value of the company's assets2. Building lease, maintenance, and insurance are not capital expenses, as they are recurring or short-term costs that do not increase the value of the company's assets3.

NEW QUESTION 52

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?
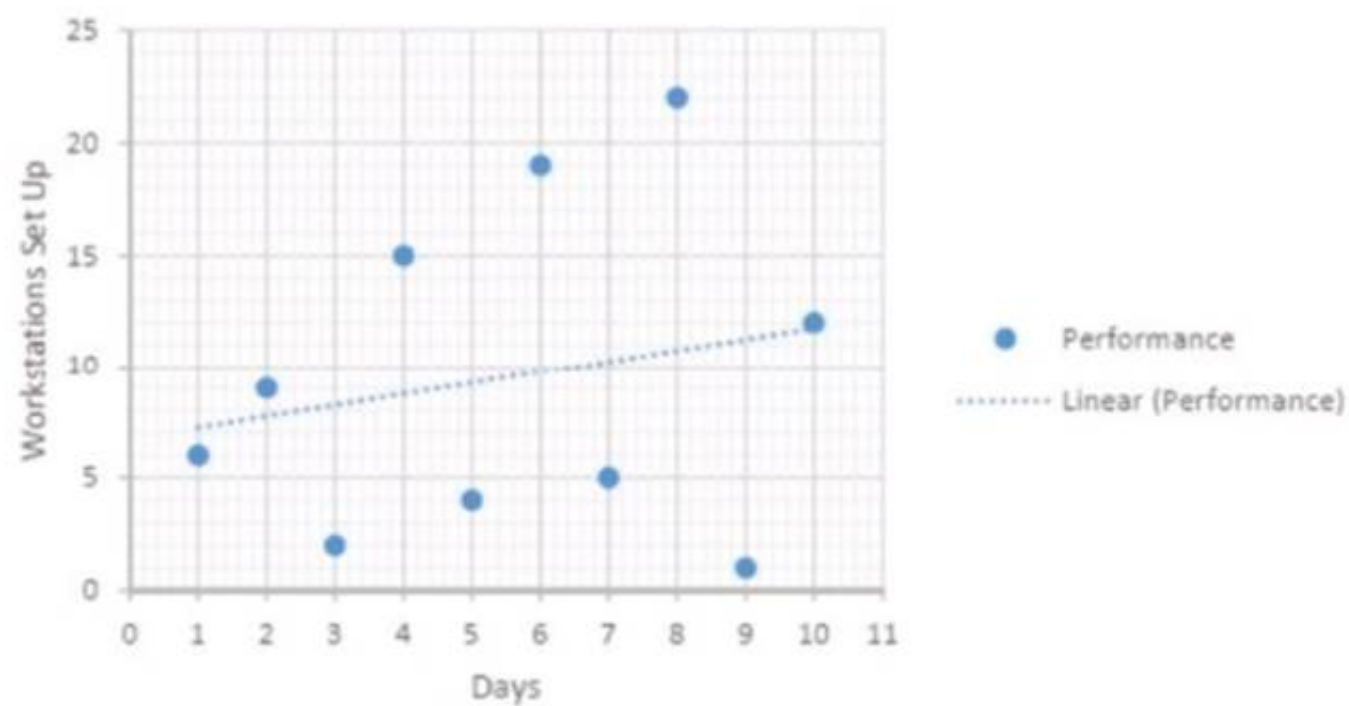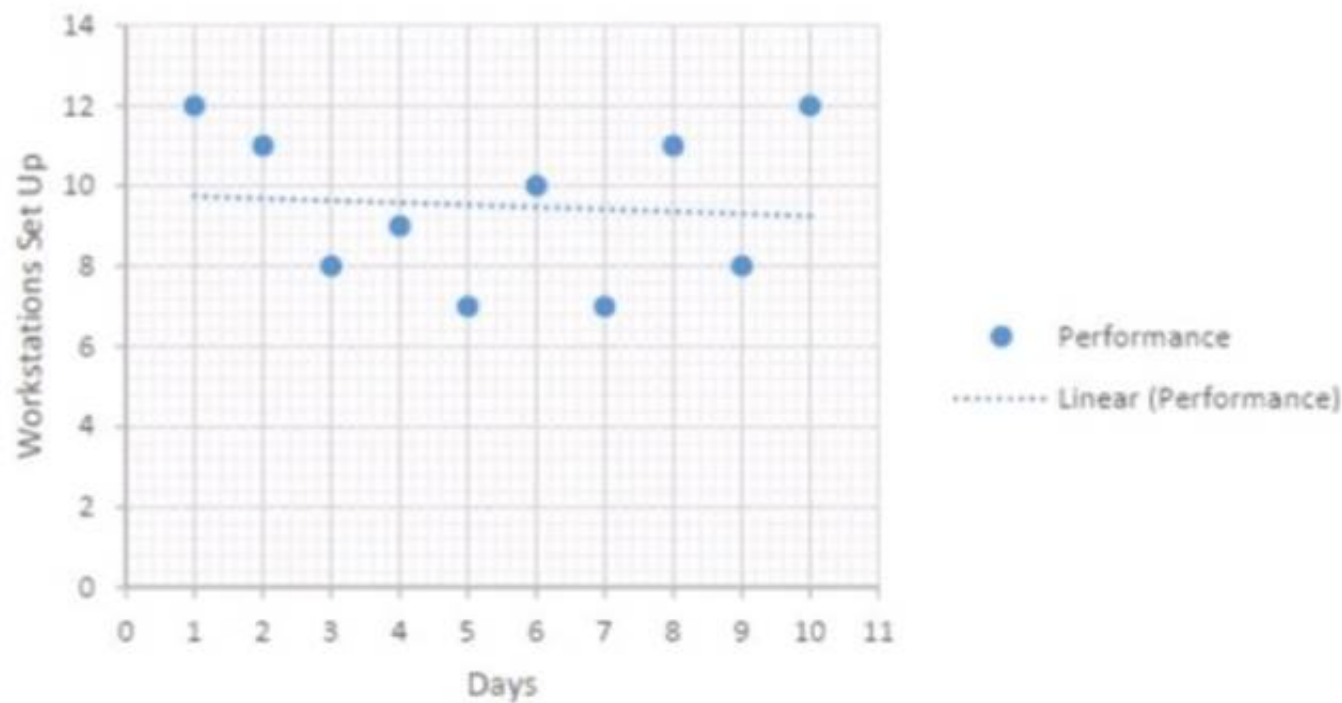A)

B)

C)

D)
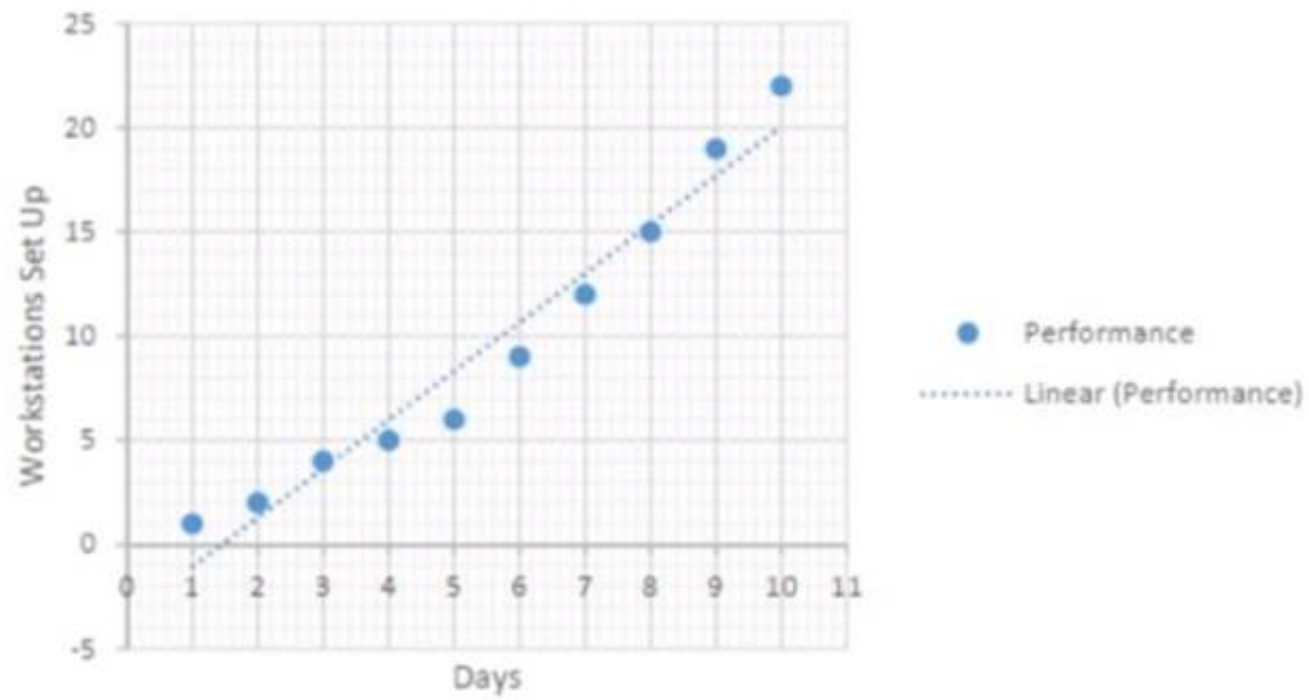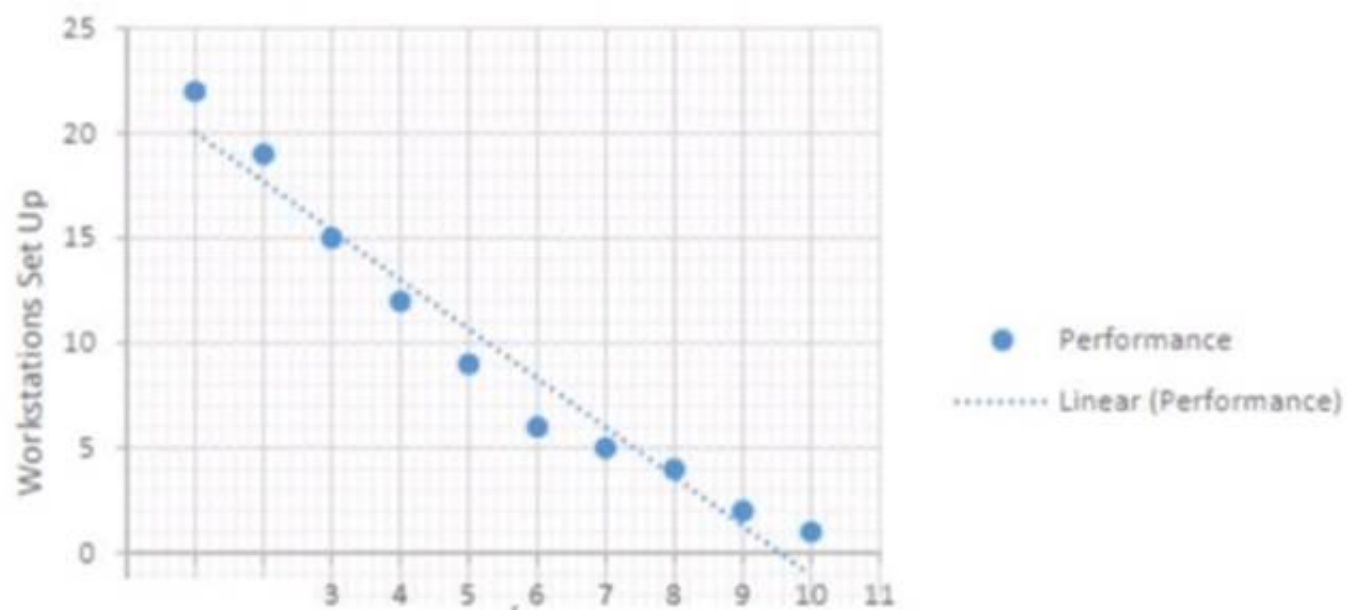
A. Option A
B. Option B
C. Option C
D. Option D

Answer: C

Explanation:
 Option C shows a graph that most likely represents the observed relationship in this scenario. The graph shows a learning curve, which is a graphical representation of the relationship between a learner's performance on a task and the number of attempts or time required to complete the task. The learning curve theory proposes that a learner's efficiency in a task improves over time the more the learner performs the task. In this case, the IT intern was able to complete more set-ups in less time as they gained more experience and proficiency over the two-week rotation12

NEW QUESTION 53
A project manager is reviewing a signed legal document pertaining to the hiring of a vendor who will develop an experimental solution. The vendor could not provide accurate estimates at this time because the requirements will probably be changing. The document also contains information about the resources involved and the rates the vendor will charge for the work. Which of the following best describes the legal document the project manager is reviewing?

A. Time and materials contract
B. Master service agreement
C. Fixed-price contract
D. Non-disclosure agreement

Answer: A

Explanation:
 A time and materials contract is a type of contract where the buyer pays the seller for the actual time and materials used during the project. This type of contract is suitable when the scope of work is uncertain or likely to change, and the vendor cannot provide accurate estimates. The document also specifies the resources involved and the rates the vendor will charge for the work12.

NEW QUESTION 58
A project manager has decided to wait until all requirements are developed to initiate testing. Which of the following relationship dependencies is the project manager using?

A. Start-to-finish
B. Finish-to-finish
C. Finish-to-start
D. Start-to-start

Answer: C

Explanation:
 A finish-to-start dependency is a type of relationship dependency in project management, where the start of one task depends on the finish of another task12. In this case, the project manager is using a finish-to-start dependency, because testing cannot start until requirements development is finished. This implies that testing is a successor task, and requirements development is a predecessor task. A finish-to-start dependency is the most common type of dependency in project management, and it ensures that tasks are performed in a logical sequence34. References = CompTIA Project+ Certification Study Guide5, CompTIA Project+ Certification Exam Objectives6, Understanding Dependencies
in Project Management [2023] • Asana1, Dependencies in Project Management | Smartsheet2, Understanding Task Dependencies in Project Management3, What are Dependencies in Project Management? - KnowledgeHut4

NEW QUESTION 63
For an upcoming project kickoff. a PM is looking for a way to illustrate roles for major project activities. Which of the following would be the MOST useful option?

A. Resource plan
B. Organizational chart
C. Project charter
D. RACI chart

Answer: D

Explanation:

A RACI chart would be the most useful option for the project manager to illustrate roles for major project activities for an upcoming project kickoff. A RACI chart is a visual representation of a RACI matrix that shows who is responsible, accountable, consulted, and informed for each task or activity in a project using a table format. A RACI chart can help to communicate and document the roles and expectations of each team member and stakeholder for the project and ensure alignment and agreement.

NEW QUESTION 68
A project manager reports that the implementation of a new system is on track to be completed under budget and ahead of the schedule. A stakeholder then asks the manager to add mobile device functionality. Which of the following should the project manager do in
response to the request?

A. Decline because it is not included in the project scope.
B. Assess the impact of the request and create a change request
C. Create new functional and non-functional requirements for mobile devices.
D. Revise the baseline of the project plan by adding the new requirements.

Answer: B

Explanation:

Assess the impact of the request and create a change request. The project manager should assess the impact of the request and create a change request in response to the stakeholder asking to add mobile device functionality to a project that is on track to be completed under budget and ahead of schedule. A change request is a document that formally proposes and records a modification or addition to some aspect of a project, such as scope, schedule, cost, quality, or resources. A change request can help to communicate and justify the need and rationale for the change and its implications on the project objectives and deliverables. A change request also helps to initiate the change control process, which involves reviewing, approving, implementing, and monitoring the change12

NEW QUESTION 71
A project sponsor would like to develop a minimum viable product, but the requirements are not well defined. Which of the following should the project sponsor use?

A. Rational Unified Process
B. Waterfall
C. Agile
D. DevOps

Answer: C

Explanation:

Agile is a methodology that emphasizes iterative and incremental development, customer collaboration, and responsiveness to change. Agile is suitable for developing a minimum viable product (MVP), which is a version of a product with just enough features to be usable by early customers who can then provide feedback for future product development. Agile allows the project sponsor to deliver an MVP quickly and test it with real users, and then adapt the product based on the feedback and changing requirements. Agile also reduces the risk of wasting time and resources on a product that does not meet the customer's needs or expectations123. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 2: Project Methodologies, p. 55; What is a Minimum Viable Product (MVP)? | Agile Alliance; Minimum Viable Product (MVP): What is it & Why it Matters - Atlassian

NEW QUESTION 74
A project manager is eager to define access requirements during the initiation phase of a project. Which of the following steps should the project manager perform first?

A. Define the WBS.
B. Develop a RAM.
C. Manage the vendors.
D. Assess the resource pool.

Answer: D

Explanation:

This answer is based on the best practice of defining access requirements in project management, which is to identify the roles, responsibilities, and permissions of the project team members and other stakeholders who need to access the project information, resources, and deliverables12. The first step in this process is to assess the resource pool, which is the availability and capability of the human resources that can be assigned to the project34. By assessing the resource pool, the project manager can determine the skills, experience, and security clearance of the potential project team members, as well as their reporting relationships, communication preferences, and expectations56. This information can help the project manager to define the access requirements for each role and stakeholder group, and to assign the appropriate level of access to the project data, documents, tools, and systems78. References = CompTIA Project+ Certification Study Guide9, CompTIA Project+ Certification Exam Objectives10, What is Requirements Management?, How to Write Project Requirements, A Guide to Functional Requirements, Project Requirements Management: A Quick Guide, Creating clear project requirements, How to Define Project Roles and Responsibilities

NEW QUESTION 75
Given the following information:

Task	Sequence	Duration
A	B,C	10
B	D,E	15
C	F	10
D	G	20
E	G	10
F	H,I	15
G	J	5
H	J	10
I	J	20
J	END	5

Which of the following represents the critical path of the project?

A. A-C-F-I-J
B. A-C-F-H-J
C. A-B-D-G-J
D. A-B-E-G-J

Answer: C

Explanation:
 The critical path of the project is the longest sequence of tasks that must be completed on time for the project to finish on schedule. It determines the shortest possible duration of the project and shows the tasks that have no slack or float. Any delay in the critical path tasks will affect the project completion date. To find the critical path, we need to calculate the earliest start (ES), earliest finish (EF), latest start (LS), latest finish (LF), and slack (S) for each task. We can use the table and the network diagram given in the question to do this. The formula for calculating the slack is S = LF - EF or S = LS - ES. A task with zero slack is on the critical path. The calculations are as follows:
Task | Duration | ES | EF | LS | LF | S A | 10 | 0 | 10 | 0 | 10 | 0 B | 15 | 10 | 25 | 10 | 25 | 0 C | 10 | 10 | 20 | 15 | 25 | 5 D | 20 | 25 | 45 | 25 | 45 | 0 E | 10 | 25 | 35 | 35 | 45 | 10 F | 15 | 20 | 35 | 30 | 45 | 10 G | 5 | 45 | 50 | 45 | 50 | 0 H | 10 | 35 | 45 | 40 | 50 | 5 I | 20 | 35 | 55 | 30 | 50 | -5 J | 5 | 50 | 55 | 50 | 55 | 0
Based on the table, we can see that the tasks with zero slack are A, B, D, G, and J. Therefore, the critical path is A-B-D-G-J, which has a total duration of 55 days. The other options are not the correct critical paths, as they either include tasks with positive slack
(such as C, E, F, and H) or have a longer duration than 55 days (such as A-C-F-I-J).

NEW QUESTION 80
Which of the following offers administrators more direct control over operating systems?

A. Infrastructure as a service
B. Software as a service
C. Functions as a service
D. Platform as a service

Answer: A

Explanation:
 Infrastructure as a service (IaaS) offers administrators more direct control over operating systems than other cloud service models. IaaS is a type of cloud computing service that provides virtualized computing resources such as servers, storage, network, and operating systems over the internet. IaaS allows users to rent or lease infrastructure resources on demand and pay only for what they use. IaaS gives users more flexibility and control over their infrastructure resources and enables them to configure, manage, and customize their operating systems according to their needs and preferences3

NEW QUESTION 82
During a stand-up meeting, a team member asks to include a change that an important stakeholder requested in the project board. This request is denied, and the team member has to go back to what was originally planned for the sprint. Which of the following individuals should the stakeholder have asked to request the change instead of the team member?

A. Architect
B. Project sponsor
C. Scrum master
D. Product owner

Answer: D

Explanation:
 The product owner is the person who is responsible for managing the product backlog, which includes adding, removing, or changing items based on stakeholder feedback and business value. The product owner is also the one who can collaborate with the development team and the scrum master to decide if a change can be accommodated in the current sprint or deferred to a future sprint. Therefore, the stakeholder should have asked the product owner to request the change instead of the team member, who is not authorized to make changes to the sprint backlog12.

NEW QUESTION 86
A PM has identified all the resources involved in a project. The next step is to identify which resources are responsible for which tasks. Which of the following should be used to document this information?

A. RFI
B. RACI
C. WBS
D. SOW

Answer: B

Explanation:
The RACI (Responsible, Accountable, Consulted, Informed) matrix is used to document which resources are responsible for which tasks. The RACI matrix is a tool that helps to clarify roles and responsibilities on a project. It assigns a level of responsibility to each resource involved in the project. References: CompTIA Project+ Study Guide Section 3.4.
The project manager should use a RACI matrix to document which resources are responsible for which tasks. A RACI matrix is a type of responsibility assignment matrix
(RAM) that plots the roles and responsibilities of resources on a project team. RACI stands for Responsible, Accountable, Consulted, and Informed. A RACI matrix can help to clarify who does what on a project, avoid confusion and duplication of work, and improve communication and collaboration among team members.

NEW QUESTION 87
A company needs to have structured cabling installed in one of its buildings. Which of the following would be the best document for the company to use to obtain and compare information on cabling services and costs from various vendors?

A. RFB
B. RFQ
C. RF
D. RFP

Answer: D

Explanation:
An RFP (request for proposal) is a document that solicits proposals from potential vendors for a specific project or service. An RFP typically describes the project scope, requirements, evaluation criteria, and instructions for submitting proposals. An RFP is the best document for the company to use to obtain and compare information on cabling services and costs from various vendors, as it allows the company to evaluate the vendors' qualifications, experience, approach, and pricing12.

NEW QUESTION 90
A project team needs to understand what needs to be done, who needs to complete the tasks, and when the tasks need to be completed. Which of the following artifacts would be the best to capture this information?

A. SWOT
B. Risk register
C. Project schedule
D. RAC

Answer: C

Explanation:
A project schedule is an artifact that shows the sequence, duration, and dependencies of the project activities, as well as the resources assigned to each activity. A project schedule helps the project team understand what needs to be done, who needs to complete the tasks, and when the tasks need to be completed. A project schedule can also help monitor and control the project progress and performance1.

NEW QUESTION 93
A project manager will conduct a release on the third Friday of the month. The project manager has notified users that the application will be unavailable for eight hours. Hence, users need to save any information in advance. Which of the following is the project manager most likely conducting?

A. Application deployment
B. Rollback plans
C. Validation checks
D. Maintenance window schedules

Answer: A

Explanation:
Application deployment typically involves making a software application available for use, often involving downtime or unavailability of the application. The description of the project manager notifying users about the application being unavailable for a certain period aligns with standard practices during deployment phases. The other options, such as rollback plans, validation checks, and maintenance window schedules, although important, do not directly indicate the action of making an application available for use, as described in the scenario.

NEW QUESTION 96
By developing a project schedule, a PM has already validated the constraints, outlined the duration of the tasks and the phases, and confirmed the proper sequence and flow of the project. Which of the following activities still needs to be performed to complete the schedule?

A. Allocate resources.
B. Determine the project budget
C. Develop a communication plan.
D. Establish baselines.

Answer: D

Explanation:

The next step after defining tasks, durations, resources, and costs is to establish baselines. A baseline is an approved version of a project plan that serves as a reference point for measuring progress and performance throughout the project lifecycle. A baseline typically includes scope, schedule, cost, quality, and risk parameters. Establishing baselines involves presenting the project plan to key stakeholders and obtaining their formal agreement on the project objectives and deliverables. Baseline approval can help to establish clear expectations, avoid scope creep, and facilitate change control during project execution34

NEW QUESTION 97
Which of the following is the best example of a breach of physical security?

A. System user IDs being used by multiple individuals
B. Printers that do not request user authentication
C. Developers having full access to both development and production environments
D. Project documentation that is only kept on a removable device

Answer: D

Explanation:
 A breach of physical security is an unauthorized access or damage to physical assets, such as equipment, data, or personnel. Project documentation that is only kept on a removable device is the best example of a breach of physical security, because it exposes sensitive information to theft, loss, or corruption. If the removable device is not encrypted or protected, anyone who obtains it can access the project documentation and compromise the project integrity, confidentiality, or availability. Therefore, project documentation should be stored in a secure location, backed up regularly, and protected by access controls and encryption. The other options are not examples of physical security breaches, but rather logical or administrative security breaches. System user IDs being used by multiple individuals is a violation of the principle of least privilege and accountability, which could lead to unauthorized access or misuse of system resources. Printers that do not request user authentication is a lack of proper access control, which could allow unauthorized printing or retrieval of confidential documents. Developers having full access to both development and production environments is a violation of the principle of separation of duties and environments, which could introduce errors, conflicts, or malicious code into the production system. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 9: Security Management1; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 9: Security Management2; Types of Security Breaches: Physical and Digital3

NEW QUESTION 98
During a code implementation, a senior developer and junior tester are discussing the testing scenarios that were performed. A major malfunction resulted in an inoperative product condition. As a result, the team was forced to work until midnight to restore operations. Which of the following should the PM have generated FIRST to alleviate the impact of this issue prior to deployment?

A. A risk budget
B. A risk impact
C. A change request
D. A contingency plan

Answer: D

Explanation:
 The project manager should have generated a contingency plan first to alleviate the impact of this issue prior to deployment where a major malfunction resulted in an inoperative product condition during a code implementation. A contingency plan is a
plan that outlines alternative courses of action or strategies to deal with potential problems or risks that may occur during a project. A contingency plan can help to prevent or minimize the negative impacts of unforeseen events or issues on the project objectives and deliverables and ensure business continuity and stability.

NEW QUESTION 100
A project is running over budget, and due to new legislation in the country, the company needs to release all its contractors on the project or hire them as full-time employees. Which of the following should the PM do next to comply with the new legislation?

A. Use only full-time employees even if the project is delayed.
B. Hire all team members to avoid any delay in the project.
C. Close the contract and pay the contractors cash for the remainder of the project.
D. Look for an overseas vendor to finalize the project work.

Answer: A

Explanation:
 In response to new legislation requiring the release of contractors or their conversion to full-time employees, the project manager should prioritize compliance with the law. This may involve using only full-time employees, even if it results in project delays. The focus should be on legal compliance and the ethical treatment of workers, rather than solely on project timelines.
References = The answer is based on standard project management practices and the typical response to changes in legislation affecting project staffing. For detailed information, please refer to the CompTIA Project+ Study Guide and other official CompTIA resources.

NEW QUESTION 104
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? (Select 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.

Answer: CD

Explanation:
 The project manager should hold sessions to understand user challenges and track system usage and report user activity. These steps will help the project

manager to identify the root causes of the adoption issues and monitor the progress of the system utilization. They will also help to communicate with the sales organization and provide feedback and support12

NEW QUESTION 107
Defects associated with project deliverables have been reported. The project team needs to find the cause of the defects. Which of the following tools should the project team use to find the cause?

A. Kanban board
B. Pareto chart
C. Ishikawa diagram
D. Decision tree

Answer: C

Explanation:
An Ishikawa diagram is a tool that the project team should use to find the cause of the defects associated with project deliverables. An Ishikawa diagram, also known as a fishbone diagram or a cause-and-effect diagram, is a graphical tool that shows the possible causes of a problem or effect using a fishbone-like structure. An Ishikawa diagram can help to identify and analyze the root causes of defects or issues and find solutions to prevent or eliminate them.

NEW QUESTION 112
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.

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.

NEW QUESTION 115
The project team determines that software installation can only begin after the desktops have been installed and can be powered on. Which of the following dependencies does this represent?

A. External
B. Internal
C. Mandatory
D. Discretionary

Answer: C

Explanation:
The dependency between software installation and desktop installation is a mandatory dependency. A mandatory dependency is a type of dependency that is inherent in the nature or logic of the work and cannot be avoided or changed. It is also known as a hard dependency or a hard logic dependency. A mandatory dependency means that one task must be completed before another task can start or finish. For example, software installation can only start after desktop installation is finished5
The dependency between desktop installation and software installation represents a mandatory dependency. A mandatory dependency is a type of task dependency that is inherent in the nature of the work being performed. In this case, software installation cannot begin until desktops are installed and powered on, and therefore, the dependency is mandatory. References: CompTIA Project+ Study Guide, Chapter 3: Project Integration Management, Objective 3.1: Identify the project management processes and the interactions between them.

NEW QUESTION 116
A project manager has been informed that the delivery of required IT equipment will be delayed. Which of the following is the FIRST step the project manager should take?

A. Make an impact assessment.
B. Prepare a new purchase order.
C. Select a new vendor.
D. Create a risk register.

Answer: A

Explanation:
The project manager should make an impact assessment after being informed that the delivery of required IT equipment will be delayed. An impact assessment is a process of analyzing and evaluating how a change or an issue may affect the scope, schedule, cost, quality, or risks of a project. An impact assessment can help to determine the severity and implications of the delay on the project objectives and deliverables and identify any possible alternatives or corrective actions to minimize or avoid its negative effects.

NEW QUESTION 117
Two project team members are assigned to set up new work areas and are disagreeing about the placement of hardware and peripherals at the end users' desks. The requirements do not specify where to place the items, just what is needed in each space. Which of the following should the project manager do to resolve the conflict?

A. Send out a survey to the potential end users to gather information about the best functional setup for work productivity.
B. Provide clear instructions based on personal preference and aesthetics for setup of the work areas.
C. Explain to team members that the placement of the items is not too important, as long as everything is connected and working.
D. Facilitate a meeting between team members to review the pros and cons of the different configurations so as to encourage an amicable solution.

Answer: D

Explanation:
This answer is based on the best practice of conflict resolution in project management, which is to use a collaborative or problem-solving approach that seeks a win- win outcome for all parties involved12. By facilitating a meeting, the project manager can help the team members communicate effectively, understand each other's perspectives, and find a mutually acceptable solution that meets the project requirements. This way, the project manager can also maintain team morale and cohesion, and avoid imposing a decision that may cause resentment or dissatisfaction among the team members3. References = CompTIA Project+ Certification Study Guide4, CompTIA Project+ Certification Exam Objectives5, How Do You Handle Conflict in Project Management?1, 7 Strategies for Conflict Resolution in Project Management2, The Conflict Resolution Skills Every Project Manager Needs3

NEW QUESTION 119
Two team members have a minor disagreement on how a task should be performed. The project manager plans to meet with the team members to discuss the matter. Which of the following techniques should the project manager use to emphasize the areas of agreement and downplay the opposing views?

A. Compromising
B. Forcing
C. Smoothing
D. Collaborating

Answer: C

Explanation:
Smoothing is a conflict resolution technique that involves emphasizing the areas of agreement and minimizing the areas of difference. It is useful when the conflict is minor and the relationship between the parties is more important than the issue. Smoothing can help maintain harmony and avoid further escalation of the conflict1.

NEW QUESTION 123
A project manager prefers to have immediate contact with team members because it allows for faster response times and more interactive discussions. Which of the following communication methods should the project manager use?

A. Synchronous
B. Informal
C. Asynchronous
D. Formal

Answer: A

Explanation:
The project manager should use synchronous communication methods if they prefer to have immediate contact with team members. Synchronous communication is a type of communication that occurs in real time and allows for faster response times and more interactive discussions. Examples of synchronous communication methods include phone calls, video conferences, instant messaging, and face-to-face meetings. Synchronous communication can help to build rapport, clarify doubts, and resolve issues quickly among team members.
Synchronous communication should be used when the project manager prefers to have immediate contact with team members. Synchronous communication allows for real-time interaction and feedback, enabling faster response times and more interactive discussions. References: CompTIA Project+ Study Guide Section 3.1.3

NEW QUESTION 128
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.

Answer: B

Explanation:
A project manager did not release the resources. A project manager not releasing the resources could most likely be the cause of this issue where several employees' allocations from the past month appear to be 200% even though they are only assigned to a particular project. Releasing resources is a process of freeing up or reallocating any human or material resources that were used for a project after its completion or closure. Releasing resources can help to update the resource availability and utilization records and avoid any conflicts or errors in resource allocation or reporting.

NEW QUESTION 133
A project team is defining operational training, discussing a go-live date, and describing the operational handoff. Which of the following best describes what the team is developing?

A. The project closeout report
B. A handover to operations
C. Phase-gate review documentation
D. A transition plan

Answer: D

Explanation:
 A transition plan is a document that outlines how the project deliverables will be transferred to the operations team or the end users, and how the project team will disengage from the project. It typically includes details such as operational training, go-live date, support arrangements, roles and responsibilities, and acceptance criteria. A transition plan is different from a project closeout report, which summarizes the project performance, lessons learned, and final status. A handover to operations is a process of transferring the project deliverables to the operations team, but it is not a document. A phase-gate review documentation is a set of documents that are used to evaluate the project progress and readiness to move to the next phase, but it is not related to the operational
handoff. References = CompTIA Project+ PK0-005 Certification Study Guide, Chapter 14: Closing the Project, p. 409-410; [CompTIA Project+ Certification Exam Objectives], Domain
4: Project Closure, Objective 4.1: Compare and contrast various project closure activities.

NEW QUESTION 138
During an agile project, a team member checked the project artifacts in order to anticipate when all the work should have been completed. Which of the following charts was the team member most likely consulting?

A. Pareto chart
B. Milestone chart
C. Burndown chart
D. Gantt chart

Answer: C

Explanation:
 A burndown chart is a visual representation of the remaining work versus the time required to complete it1. It is commonly used by agile teams to track the progress of each iteration or sprint and to forecast the project completion date2. A burndown chart shows the ideal work remaining line and the actual work remaining line, which can help the team identify any deviations or impediments and adjust accordingly1. A burndown chart is different from a Pareto chart, which shows the frequency of different causes of problems; a milestone chart, which shows the key events and deliverables of a project; and a Gantt chart, which shows the dependencies and durations of tasks in a project3. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 6: Planning Projects Part 2, page 173; Burndown Chart: What Is It & How to Use One for Agile - ProjectManager, Introduction and Components of a Burndown Chart sections; Burndown Chart: What it is, How to Use it, Example [2023] • Asana, Introduction and What is a burndown chart? sections.

NEW QUESTION 142
An software engineer is applying new updates to a program in a sandbox environment. Which of the following risk strategies best describes this practice?

A. Transfer
B. Mitigate
C. Avoid
D. Accept

Answer: B

Explanation:
 Mitigate is a risk strategy that involves taking actions to reduce the probability or impact of a risk. By applying new updates to a program in a sandbox environment, the software engineer is testing the changes before implementing them in the actual system, thus minimizing the chance of errors or failures that could affect the project1.

NEW QUESTION 146
Which of the following pieces of data are examples of PII?

A. Medical record and test result values
B. IP address and email address
C. Name and year of birth
D. X-ray and blood type

Answer: B

Explanation:
 PII stands for personally identifiable information, which is any data that can be used to identify a specific individual. Examples of PII include name, address, phone number, email address, social security number, passport number, driver's license number, etc. IP address and email address are both PII because they can be used to trace the identity and location of a person. Medical record and test result values, name and year of birth, and x-ray and blood type are not PII by themselves, but they can become PII if they are combined with other data that can link them to a specific individual. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 10: Project Security, page 331. CompTIA Project+ Certification Exam Objectives, Domain 4: Project Security, Objective 4.1: Given a scenario, apply security best practices to a project, Sub-objective: Identify and classify PII.

NEW QUESTION 150
In a functional organization, a project has been completed successfully. Which of the following actions would the project manager MOST likely perform?

A. Assemble a new project with existing resources.
B. Obtain the final report from release management.
C. Notify the functional manager that resources are released.
D. Allocate resources in a different project

Answer: C

Explanation:
 The project manager should notify the functional manager that resources are released after completing a project successfully in a functional organization. A functional organization is a type of organizational structure where employees are grouped by their functions or specialties, such as finance, marketing, or engineering. In a functional organization, the functional manager has more authority and control over the resources than the project manager. Therefore, the project manager should inform the functional manager when the resources are no longer needed for the project and can be reassigned to other tasks or projects.

NEW QUESTION 155
A project manager is organizing and running a project closure meeting. Which of the following best describes the objective of this meeting?

A. To move the system to a production environment
B. To obtain project sign-off
C. To formalize the end of the contract
D. To release resources

Answer: B

Explanation:
A project closure meeting is a formal gathering held at the end of a project timeline. Its chief purpose is to evaluate the project's performance, identify and discuss the achieved outcomes, successes, and challenges, and confirm that all predefined tasks and objectives have been completed successfully1. The project closure meeting also involves obtaining project sign-off from all necessary parties, such as the project sponsor, the client, the stakeholders, and the team members. Project sign-off is the official approval that the project has met the agreed-upon criteria and quality standards, and that the project is formally closed2.

NEW QUESTION 159
A stakeholder works in a remote location and has not been replying to emails. The Internet service in that location is intermittent, and the stakeholder prefers to be contacted by telephone. Which of the following artifacts should the project manager have prepared to avoid this situation?

A. Responsibility assignment matrix
B. Acceptable communication channels
C. Risk registry
D. Staff directory

Answer: B

Explanation:
The project manager should have prepared acceptable communication channels to avoid the situation of a stakeholder not replying to emails due to intermittent Internet service. Acceptable communication channels are methods or modes of communication that are agreed upon by all parties involved in a project. They may include aspects such as email, phone call, text message, video conference, instant message, or face-to-face meeting. Acceptable communication channels can help to ensure that messages are delivered and received effectively and efficiently and that communication preferences and limitations are respected.

NEW QUESTION 163
During the planning phase, a PM reviews the SOW from the contractor, grades the full-time equivalents' resumes, evaluates the titles and salaries, and estimates the number of hours for each milestone by full-time equivalents. The PM is most likely:

A. negotiating resources.
B. assigning resources.
C. assessing the resource pool.
D. adding resources to the schedule.

Answer: C

Explanation:
Assessing the resource pool is the process of identifying and evaluating the availability, skills, and costs of the resources needed for the project. The PM reviews the SOW from the contractor to understand the scope and requirements of the project, grades the full-time equivalents' resumes to determine their qualifications and suitability for the project, evaluates the titles and salaries to estimate the budget and allocation of the resources, and estimates the number of hours for each milestone by full-time equivalents to plan the schedule and workload of the project12.

NEW QUESTION 168
After a release, the project sponsor received an escalation from an executive about the extension of the downtime after the scheduled window. Which of the following should be added to the issue log?

A. Continuous integration
B. Rollback plan
C. Customer notification
D. Automated testing

Answer: C

Explanation:
Customer notification should be added to the issue log after receiving an escalation from an executive about the extension of the downtime after the scheduled window. Customer notification is a communication activity that informs the customers about any issues or changes that may affect their satisfaction or expectations. Customer notification can help to maintain trust, transparency, and goodwill with the customers and prevent any negative impacts on their business operations or experience.

NEW QUESTION 171
During the execution phase of a project, the project team faced an unexpected website downtime The project manager how a brainstorming session and the team identified causes and effects tor the problem Now the project team needs to analyze and determine whether the particular cause and effect are related by using one of the following charts.
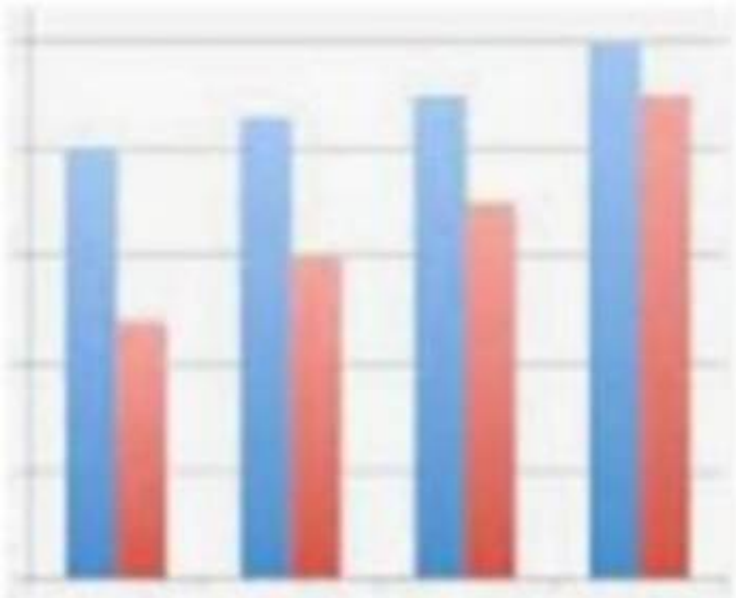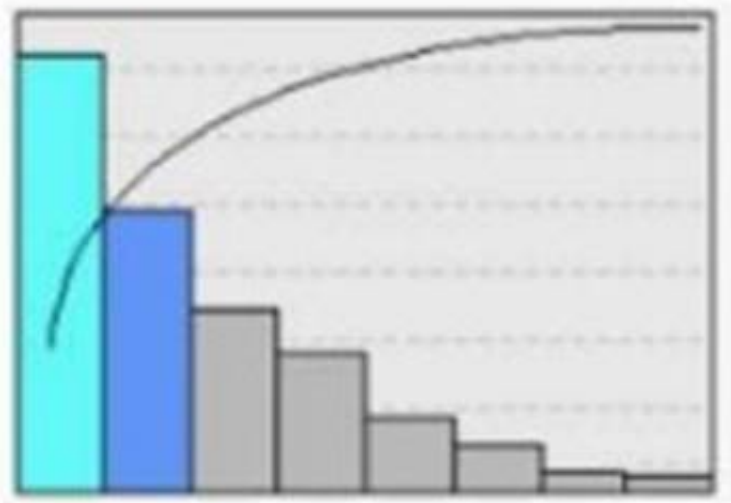Which of the following should the team use?
A)

B)

C)

D)
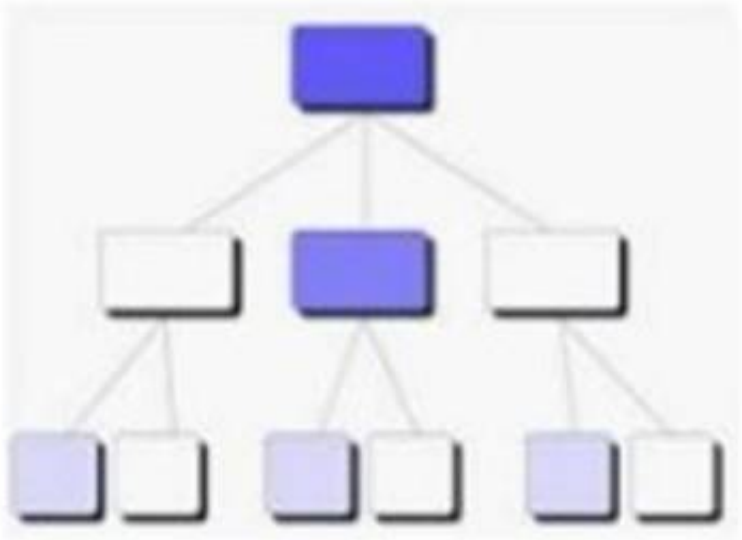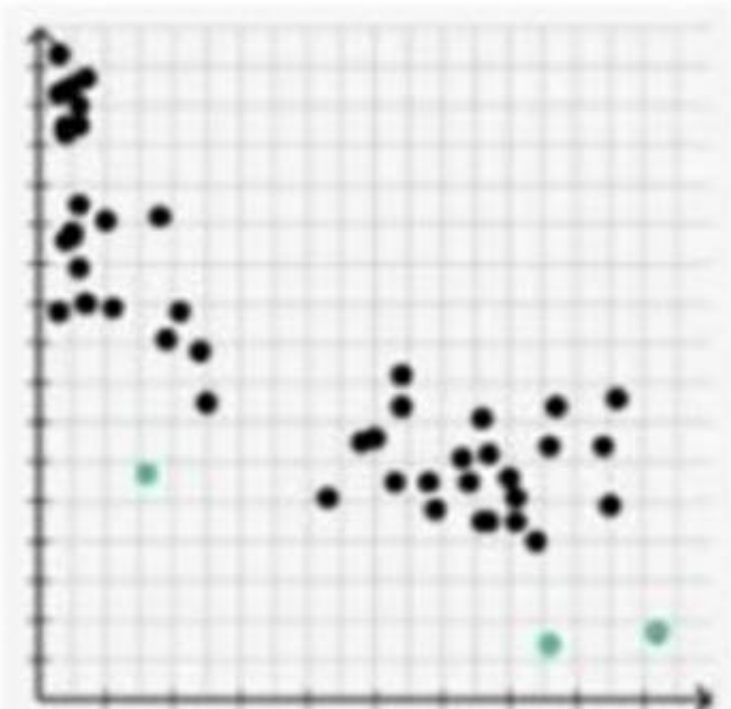
A. Option A
B. Option B
C. Option C
D. Option D

Answer: A

Explanation:
Option A shows a cause and effect diagram, also known as a fishbone diagram or an Ishikawa diagram1. This is a tool that helps to identify and analyze the root causes of a problem by displaying the possible causes and effects in a graphical format2. A cause and effect diagram can help the project team to determine whether the particular cause and effect are related by using a systematic and logical approach, such as asking "why" questions or using the 5 Whys technique34.
A cause and effect diagram is better
than the other options because:
? Option B shows a Gantt chart, which is a tool that helps to plan and track the tasks, dependencies, durations, and resources of a project along a timeline5. A Gantt chart does not focus on the causes and effects of a problem, but rather on the sequence and progress of the project activities.
? Option C shows a pie chart, which is a tool that helps to compare and visualize the proportions of different categories or segments of data6. A pie chart does not show the relationships between the causes and effects of a problem, but rather the distribution of the data values.
? Option D shows a scatter plot, which is a tool that helps to examine the correlation or association between two variables or sets of data7. A scatter plot does not show the causes and effects of a problem, but rather the pattern or trend of the data points.
References = CompTIA Project+ Certification Study Guide8, CompTIA Project+ Certification Exam Objectives9, Cause and Effect Diagrams for PMP1, Cause and Effect Analysis: Using Fishbone Diagram and 5 Whys2, How to Create a Cause and Effect Diagram3, How to Use Cause and Effect Analysis to Solve Business Problems4, What is a Gantt Chart?5, What is a Pie Chart?6, What is a Scatter Plot?7

NEW QUESTION 172
While in the closing phase of a project, the project manager gathers feedback from stakeholders. Which of the following best describes a benefit of this feedback?

A. It highlights the performance issues of the project manager and team members.
B. It lets the project manager know which stakeholders are allies for future projects.
C. It helps the project manager create a more structured lessons-learned session.
D. It identifies the stakeholders' real opinions about the project.

Answer: C

Explanation:
Gathering feedback from stakeholders in the closing phase of a project is a valuable activity that can help the project manager create a more structured lessons-learned session. A lessons-learned session is a meeting where the project team and stakeholders review the project outcomes, successes, failures, and best practices, and document the lessons learned for future reference and improvement. Feedback from stakeholders can provide useful insights, perspectives, and suggestions on how the project was managed, what went well, what went wrong, and what can be done better next time. Feedback from stakeholders can also help the project manager identify the gaps, issues, and risks that occurred during the project, and how they were resolved or mitigated. By collecting and analyzing feedback from stakeholders, the project manager can create a more comprehensive and structured lessons-learned report that can benefit the organization and the project management profession12.
The other options are not the best descriptions of the benefit of feedback from stakeholders. While feedback from stakeholders may highlight the performance issues of the project manager and team members (option A), or identify the stakeholders' real opinions about the project (option D), these are not the primary purposes or benefits of feedback. Feedback from stakeholders is not meant to evaluate or judge the project manager or team members, but to learn from the project experience and improve the project management processes and practices. Similarly, feedback from stakeholders is not meant to reveal their personal feelings or preferences about the project, but to assess the project results and deliverables against the project objectives and requirements. Feedback from stakeholders may also let the project manager know which stakeholders are allies for future projects (option B), but this is not a direct or significant benefit of feedback. Feedback from stakeholders is not intended to build or maintain relationships with stakeholders, but to solicit their input and feedback on the project performance and outcomes. While having allies among stakeholders may be helpful for future projects, this is not the main goal or benefit of feedback from stakeholders1

NEW QUESTION 177
Which of the following best describes a manufacturer's obligation to repair or change, without extra costs, any part of a product that is not functioning?

A. Service-level agreement
B. Functional testing
C. Warranty period
D. Audit

Answer: C

Explanation:
A warranty period is the time during which a manufacturer or seller agrees to repair or replace a product that is defective or does not meet the specified standards. A warranty period can be expressed in terms of duration (e.g., one year) or usage (e.g., 10,000 miles). A warranty period is a form of consumer protection that obliges the manufacturer or seller to bear the costs of repairing or changing any part of the product that is not functioning properly1.

NEW QUESTION 178
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

Answer: D

Explanation:
Monthly feedback and training sessions are the best approach to ensure that the deliverables of a critical business initiative are increasingly adopted and leveraged by the organization over time. Feedback and training sessions are communication and learning activities that provide information and guidance on how to use and benefit from the new processes and technology introduced by the initiative. Feedback and training sessions can help to increase awareness, understanding, acceptance, and adoption of the deliverables among the organization's employees and stakeholders. They can also help to identify and address any issues or challenges that may arise during the implementation and transition phases.

NEW QUESTION 181
Which of the following would be the NEXT document a project manager should update once the need to procure goods and/or services is identified?

A. Memorandum of understanding
B. Request for information
C. Statement of work
D. Non-disclosure agreement

Answer: B

Explanation:
 The statement of work (SOW) would be the next document that a project manager should update once the need to procure goods and/or services is identified. A SOW is a document that defines the scope, deliverables, schedule, and terms and conditions of a project or contract. A SOW typically includes information such as purpose, scope of work, location of work, period of performance, deliverables schedule, applicable standards, acceptance criteria, special requirements, and payment schedule. A SOW can help to establish a common understanding and agreement between the client and the service provider on what needs to be done and how it will be done.

NEW QUESTION 183
Two developers are discussing the design solution for a particular feature. The meeting is taking longer than expected, and the parties have been unable to reach an agreement. The project manager decides to take a break and continue the meeting on another day. Which of the following techniques is the project manager using?

A. Avoiding
B. Smoothing
C. Forcing
D. Compromising

Answer: A

Explanation:
 Avoiding is a conflict resolution technique that involves postponing or withdrawing from a conflict situation. The project manager is using this technique by taking a break and continuing the meeting on another day, hoping that the conflict will resolve itself or become less important over time. This technique may be appropriate when the conflict is trivial, the potential damage is greater than the benefits, or more information is needed before making a decision. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 10: Executing and Closing Projects, page 287; [CompTIA Project+ Certification Exam Objectives], Domain 3: Project Execution, Objective 3.2: Given a scenario, apply appropriate conflict resolution techniques.

NEW QUESTION 186
A project manager is leading the implementation of a new service for a well-known, global company for which brand image is most important. The project will rely on contracted services. As part of the request for proposal process, the project team has identified a short list of vendors to submit proposals. Which of the following items should the project team consider as a primary factor to remove a vendor from consideration?

A. The vendor's proposed schedule does not align with the desired schedule.
B. The vendor is new and not well established in the market.
C. The vendor has been linked to ESG concerns within the past month
D. The vendor's quote was the highest of all the proposals.

Answer: C

Explanation:
 ESG stands for environmental, social, and governance, and it refers to the criteria that measure the sustainability and ethical impact of an organization. ESG concerns can affect the reputation, performance, and value of a company, as well as its stakeholders and customers. For a well-known, global company that values its brand image, hiring a vendor that has been linked to ESG concerns can be a major risk and a source of negative publicity. Therefore, the project team should consider this as a primary factor to remove a vendor from consideration12.

NEW QUESTION 191
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