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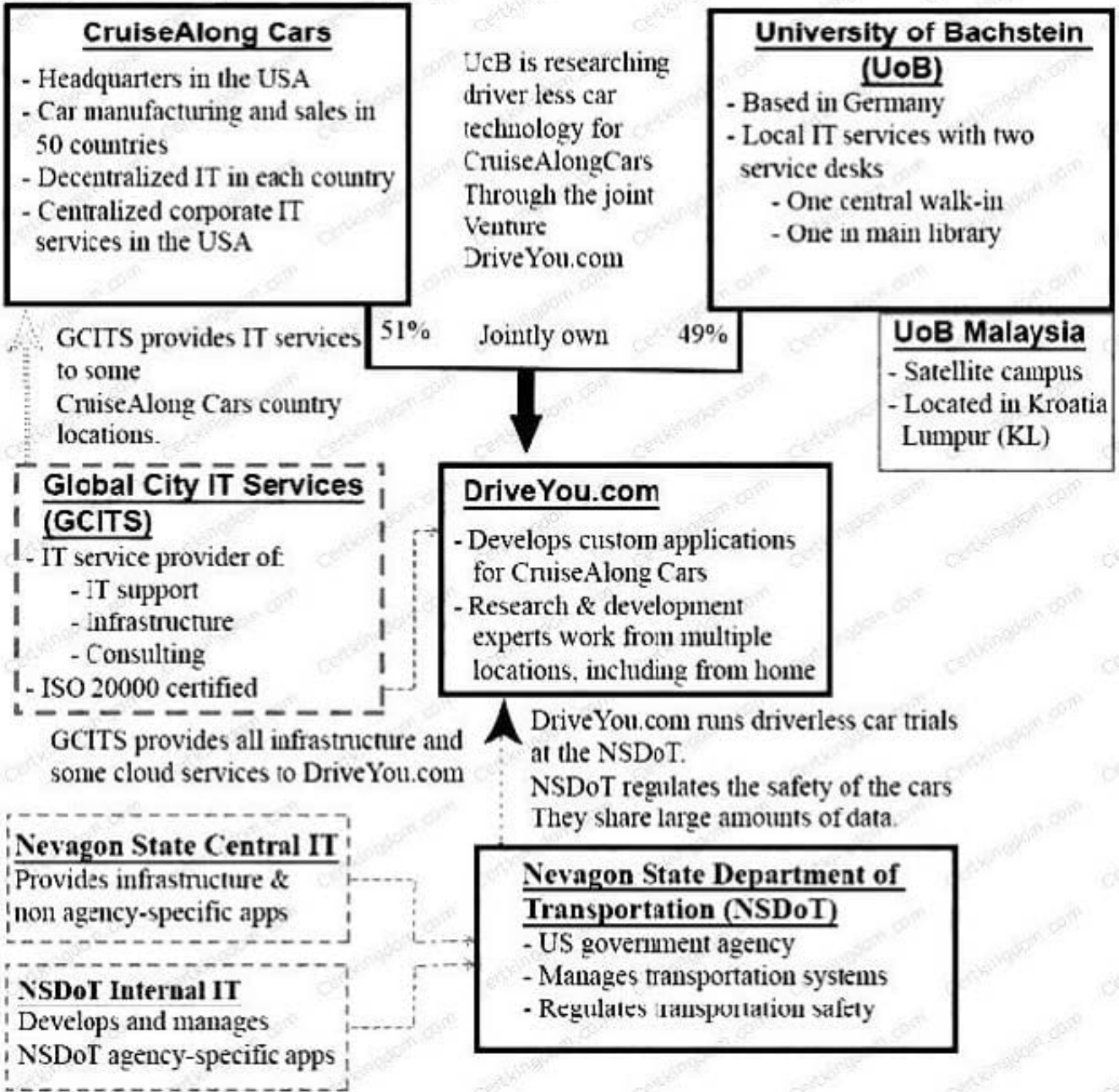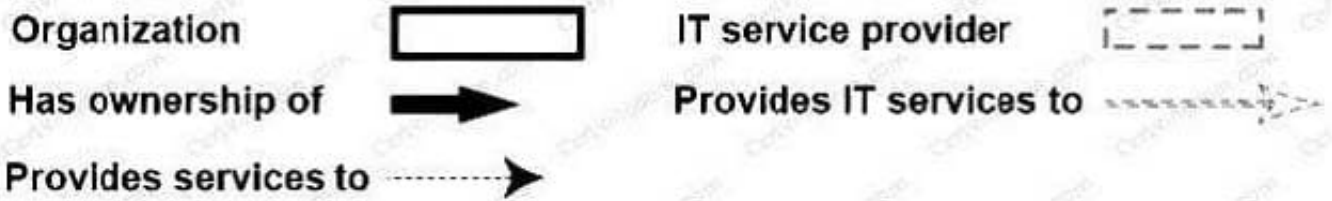
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**QUESTION 1**

See the scenario for additional informational.

## Scenario:
### (Note: The companies and people within the scenario are fictional)

**CruiseAlong Cars**
- Headquarters in the USA
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UcB is researching driver less car technology for CruiseAlongCars Through the joint Venture DriveYou.com

**University of Bachstein (UoB)**
- Based in Germany
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51%   Jointly own   49%

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NSDoT regulates the safety of the cars
They share large amounts of data.

**Nevagon State Central IT**
Provides infrastructure & non agency-specific apps

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Develops and manages NSDoT agency-specific apps

**Nevagon State Department of Transportation (NSDoT)**
- US government agency
- Manages transportation systems
- Regulates transportation safety

## Legend

| | | | |
|---|---|---|---|
| Organization | ▭ | IT service provider | ⌐ ¬ (dashed box) |
| Has ownership of | ➤ (solid arrow) | Provides IT services to | ⇢ (dotted arrow) |
| Provides services to | ⇢ (dashed arrow) | | |

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| KPIs |
| --- |
| 25% reduction in security audit compliance failures for the mobile service over the last year |
| 50% reduction in the number of mobile service related incidents over the last three months |

Are these KPIs SMART?

A. No, because one of them is not relevant to the project goals.

B. No, because one of them is not time-bound.

C. Yes, they are SMART KPIs.
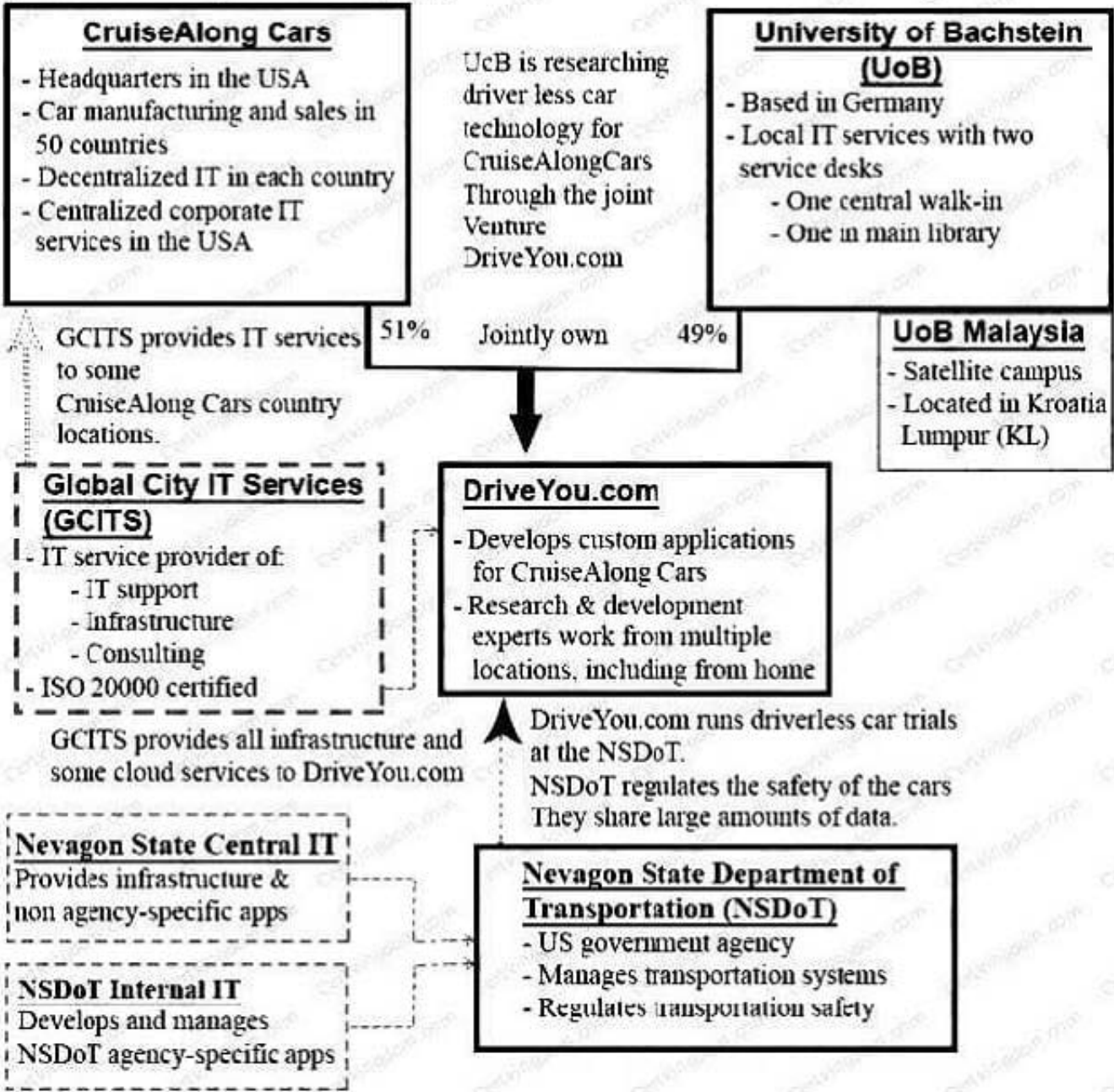
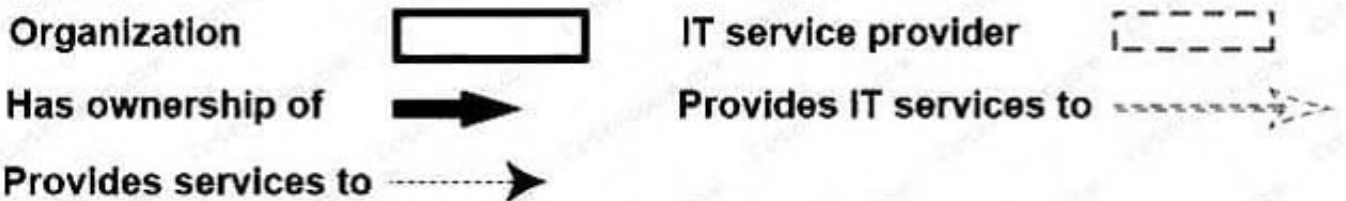D. No, because one of them is not measurable

Correct Answer: C

**QUESTION 2**

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Organization — [ ]

Has ownership of — ➡

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How could the project manager ensure that `verbal handshaking\\' is addressed?

A. By ensuring that action points and next steps are clarified and agreed during the session.

B. By organizing face-to-face meetings in advance to build rapport and personal contact.

C. By requesting that all parties listen closely to discussions and do not speak over each other.

D. By creating a digital recording to ensure that all the discussions are captured and can be reviewed.

Correct Answer: A

**QUESTION 3**

Which is the BEST example of the communication principle `communication is a two-way process?

A. Passing on key messages from a briefing to a colleague who was unable to attend.

B. Setting a calendar appointment for a team member\\'s performance appraisal.

C. Sending a meeting agenda to all attendees before every meeting.

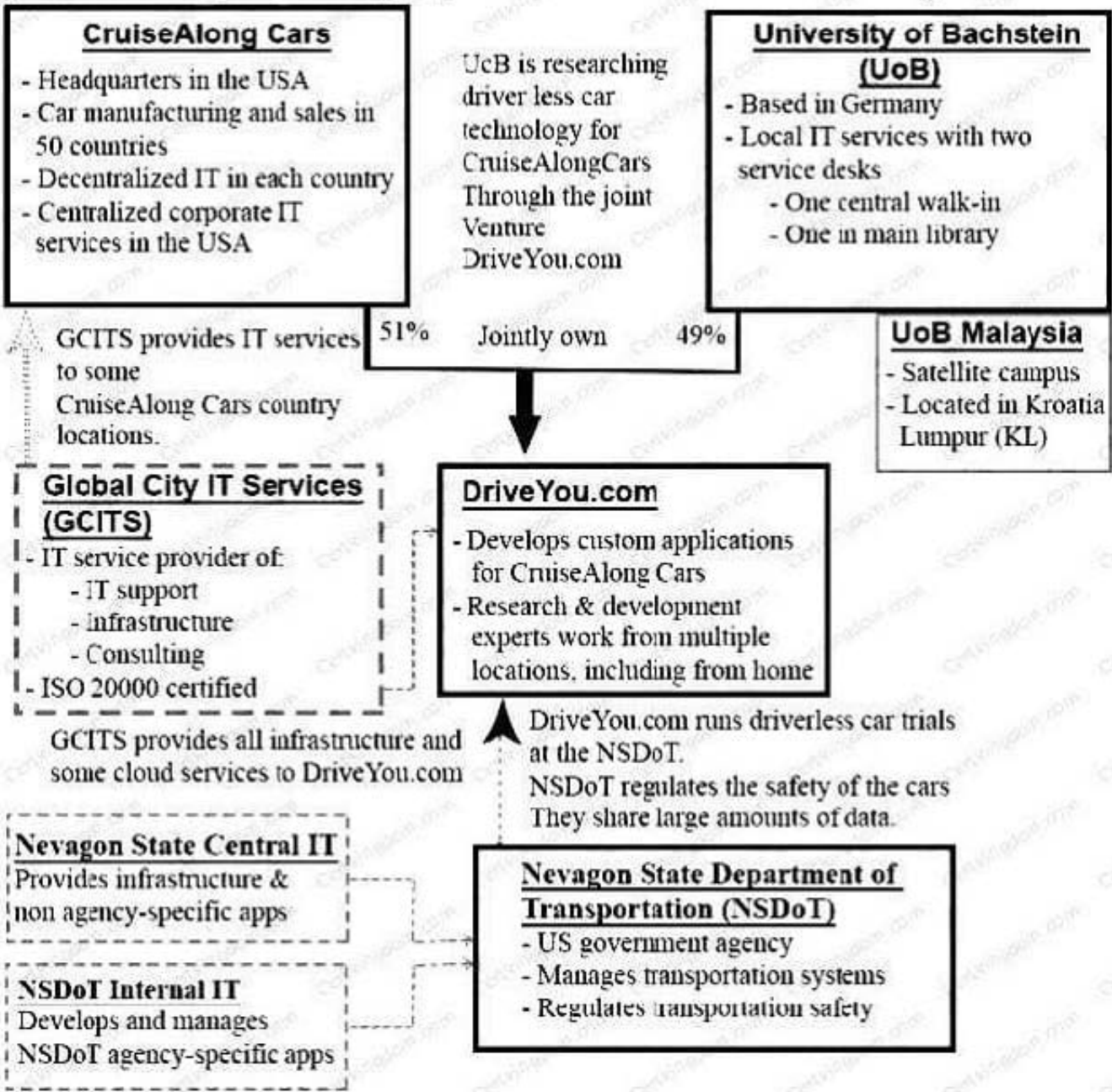D. Capturing issues raised by attendees at the end of a company briefing
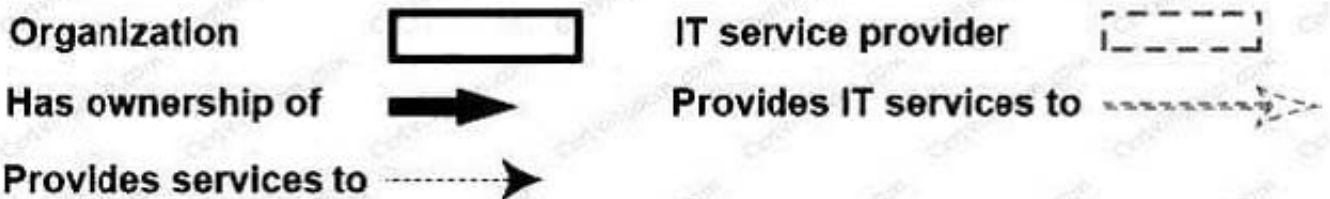
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**QUESTION 4**

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Which definition is the MOST complete?

A. Grant application service: increases the number of successful grant applications by helping researchers to write effective grant proposals. reduces cost of support staff needed increases reliability of grant submissions.

B. User device access service: provides connectivity for phones, laptops and tablets. includes service desk support and software deployment. supports cost-effective remote access to central services for people working from home.

C. Exam administration service: increases productivity of administrative staff by reducing downtime of exam marking and grade tracking. reduces cost of managing exams. provides centralized storage of exam materials in the cloud.

D. Centralized email service: reduces overall costs for the university IT department by enabling retirement of many smaller email services. provides connectivity to central cloud email service. supports calendar and shared distribution lists

Correct Answer: D

**QUESTION 5**

Why is stakeholder management an important part of any improvement initiative?

A. To identify the leader who will fund the change.

B. To determine the level of resource allocated to the change.

C. To determine risk levels presented by organizational culture.

D. To identify whose support is needed for the change.

Correct Answer: D

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