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Managing Microsoft Dynamics Implementations

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QUESTION 1

Which two basic support tools do you have at your disposal to support quality control for high-quality requirements or complex project environments? (Each correct answer presents part of the solution. Choose two.)

A. flow charts

B. cause and effect diagrams

C. plan-do-check-act cycles

D. tollgate reviews

E. conditions of satisfaction (COS)

Correct Answer: AE

A: Microsoft Dynamics Sure Step also many process flow diagrams that visually illustrate each phase in the implementation process.

E: Sure Step has specific examples regarding Conditions of Satisfaction, which of course will need to be adapted to individual projects.

QUESTION 2

Which project types does the Microsoft Dynamics Sure Step Model use?

A. waterfall, iterative

B. diagnostic, analysis, design, development, deployment, and operation

C. standard, rapid, enterprise, agile, and upgrade

D. diagnostic, development, and operational

Correct Answer: C

QUESTION 3

Which two tasks must be completed to correctly handle this request when you use the Microsoft Dynamics Sure Step Methodology? (Each correct answer presents part of the solution. Choose two.)

A. Complete a customer review and approval.

B. Complete a plan-do-check-act cycle.

C. Complete a change request form.

D. Complete a work breakdown structure.

E. Complete a risk identification.

Correct Answer: AC

QUESTION 4

During your requirements and process review, you use the questionnaires provided by Sure Step. What is one of the reasons that you use the questionnaire at this stage?

A. to assist in determining the budget of the project

B. to use as a tool by the partner prior to meeting with the customer

C. to create detailed process maps

D. to use as a checklist and a reminder of topics to investigate

Correct Answer: D

QUESTION 5

What is the Project Management Institute (PMI) definition of a project?

A. A project is unique and contains temporary activities defined by the customer.

B. A project is a temporary endeavor undertaken to create a unique product, service, or result.

C. A project is unique and contains a vision, scope, and objectives defined by the customer.

D. A project is a set of goals and objectives to satisfy a customer\\'s needs.

Correct Answer: D

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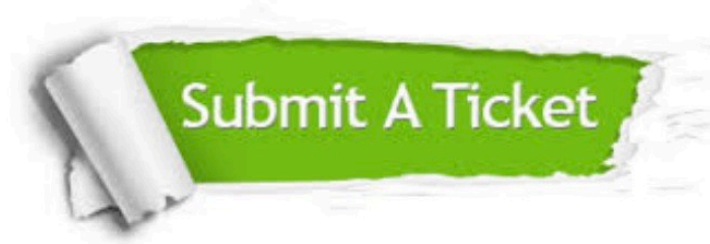
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