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PgMP

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**QUESTION 1**

Near the completion of a transformation program, the operations manager is concerned that their department failed to be notified in advance of the new service being transitioned into operations. They claim that their department did not approve this service, and is now unprepared and untrained to support the transformation.

What should the program manager have done first to prevent this?

- A. Added the operations manager as a key stakeholder
- B. Created a transition plan during the planning phase for the impacted operational area
- C. Ensured there was a communications management plan that included the transition to operations
- D. Drafted a training plan with assistance from the program management office (PMO) or human resource department before transitioning it to operations

Correct Answer: B

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**QUESTION 2**

Which of the following statements is the most accurate when it comes to program change requests for the program scope?

- A. The change request must not affect the schedule.
- B. The change request must not affect the overall cost.
- C. The quality of the program must not be affected by the change request.
- D. The change request must be documented.

Correct Answer: D

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**QUESTION 3**

The program manager plans to address a negative cost variance generating a red flag in the program management status report. What should the program manager do?

- A. Contact the project sponsors to present the details, impacts, and possible corrective actions regarding the negative cost variance.
- B. Gather all the details, analyze impacts, determine corrective actions and present the findings to the governance board for direction.
- C. Work with program sponsor to compile impact analysis data to obtain additional funding for the program.
- D. Ask the program team to compile all details, analyze impacts, determine corrective actions and present to the governance board for direction.

Correct Answer: B

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## QUESTION 4

The \_\_\_\_ quality assurance technique ensures continuous improvement of all processes.

- A. Just-in-time management
- B. Ishikawa
- C. Six Sigma
- D. Kaizen

Correct Answer: D

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## QUESTION 5

Which of the following types of floats are available? Each correct answer represents a complete solution. Choose two.

- A. Half float
- B. Full float
- C. Total float
- D. Free float

Correct Answer: BC

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## QUESTION 6

A global enterprise resource planning (ERP) program's scope includes designing and building a global template. Plans include a pilot implementation project to validate the template, to be followed by several rollout projects. During the build of the global template, a new government regulation mandates implementation of a goods and services tax (GST).

What should the program manager update?

- A. Program communications management plan
- B. Benefits management plan
- C. Stakeholder engagement plan
- D. Benefits transition plan

Correct Answer: B

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## QUESTION 7

A team member has made a mistake during the installation of a fixture in your program. You have requested that the team member should correct the problem so that the fixture is installed properly. Once the team members has corrected the problem what action should be taken next?

- A. Defect repair validation
- B. Lesson learned documentation
- C. Corrective actions
- D. Preventive actions

Correct Answer: A

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## QUESTION 8

A component project manager escalates an issue regarding a key stakeholder to the program manager. The key stakeholder does not respond to emails or phone calls, and the project manager believes this key stakeholder is exhibiting a negative attitude toward the work. The key stakeholder has a significant influence over the component project, which could impact other components if delays occur. The program manager's attempts to reach the stakeholder via email also fail.

What should the program manager do next?

- A. Escalate the issue to the stakeholder's supervisor
- B. Escalate the issue to the program governance board, as delays will impact the program
- C. Update the program risk register to reflect a realized risk and execute the documented risk response
- D. Attempt to call the key stakeholder; if unsuccessful, visit their office to identify potential risks

Correct Answer: D

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## QUESTION 9

You are the program manager for your organization. You're currently working with the program director, Nancy Holmes, to define a new program and the benefits the program should create. Of the following, which is the best definition of a benefit a program creates?

- A. A benefit is an outcome of the constituent projects within a program.
- B. A benefit is a project and program deliverables that the organization may use immediately.
- C. A benefit is a deliverable of a program or project that is worth more than the cost to create the deliverable.
- D. A benefit is an outcome of actions and behaviors that provides utility to stakeholders.

Correct Answer: D

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## QUESTION 10

A new program manager joins a multi-year program that has been underway for almost a year. During interviews, several stakeholders state that they do not understand how the program will help the organization.

At the next stakeholder meeting, what should the program manager present to address their concerns?

- A. Program charter
- B. Program scope assessment results
- C. Business and program roadmap
- D. Expected program benefits management plan

Correct Answer: C

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#### QUESTION 11

A program manager recognizes that a successful resource being used in project A could also be used in project B. What should the program manager do first to leverage the utilization of this resource?

- A. Assign project A's resource to project B.
- B. Reassign the resource to project B after project A ends.
- C. Prioritize the resource to optimize their use across both projects A and B.
- D. Mitigate risk by leveraging other resources in project A.

Correct Answer: B

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#### QUESTION 12

In a program's definition phase, a program manager in country A is assigned to expand a restaurant chain into country B. The program manager creates the program team by identifying the required project management resources. Which of the following represents an initial step needed to evaluate available resources that are aligned with the program's needs?

- A. Completing an assessment of skills and competencies
- B. Obtaining resource availability information from the functional managers
- C. Identifying program resource requirements
- D. Creating a program resource management plan

Correct Answer: B

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#### QUESTION 13

You are the program manager for your organization. One of the projects within your program is to install 15,000 light fixtures throughout your organization's corporate campus. The new fixtures will save on electrical costs. Which one of the following choices is an ideal approach to quality assurance and the installation of the light fixtures for this project team?

- A. The cost and time of each installation should go down because of the learning curve.
- B. The project manager should work with the project team to understand how each fixture is to be installed.
- C. The project team members should develop their own system for installation of the fixtures.
- D. Use a checklist for the installation because it is repeatable work.

Correct Answer: D

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## QUESTION 14

A new program component provides an opportunity to enhance program outcomes. What does the program manager use to document and monitor the opportunity?

- A. Program risk register
- B. Program scope management plan
- C. Program risk management plan
- D. Component project risk register

Correct Answer: A

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## QUESTION 15

Gina is the program manager for her organization and is reviewing the results of quality control. She would like to create a chart that shows the categories of defects within the program so that she and the program team can address the largest categories in descending order. Which one of the following is the best chart for Gina in this situation?

- A. Cause and effect chart
- B. Pareto chart
- C. Control chart
- D. Ishikawa chart

Correct Answer: B

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