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QUESTION 1

An organization is divided into three separate entities based on geographical region. Which of the following types of organizational change is this?

- A. Relocation
- B. Outsourcing
- C. Demerger
- D. Split

Correct Answer: D

QUESTION 2

A WBS is being developed for a project.

Which of the following would be BEST suited to contribute cost and time estimates for the project activities?

- A. Project team members
- B. Project sponsor
- C. Project manager
- D. Project scheduler

Correct Answer: B

Reference: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 82

QUESTION 3

A project requires that laptops be obtained immediately. The project manager confirms existing laptops, which were used for a previous project, are available, but authorization is required to use them. Which of the following risk response strategies does this represent?

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

Correct Answer: A

QUESTION 4

A daily standup Scrum meeting is BEST accomplished in a:

- A. telephone conference.
- B. group email.
- C. face-to-face meeting.
- D. video conference.

Correct Answer: C

QUESTION 5

A new project has just commenced. Project team members are constantly disagreeing on how tasks should be handled and are not getting along well. Which of the following stages BEST explains this situation?

- A. Norming
- B. Performing
- C. Forming
- D. Storming

Correct Answer: C

QUESTION 6

Which of the following is the first document issued during the procurement process in a project?

- A. PO
- B. RFP
- C. RFI
- D. RFQ

Correct Answer: C

QUESTION 7

A project manager is planning to hold a meeting to discuss what went well, what did not go well, and what should be done differently. Which of the following meetings should the project manager hold?

- A. Kickoff
- B. Impromptu
- C. Closure
- D. Status

Correct Answer: D

QUESTION 8

A project manager has been receiving conflicting feedback from a variety of team members about the deliverables of another team member. The project manager sets up a mandatory team meeting to discuss

the issue. Which of the following BEST describes this approach?

- A. Smoothing
- B. Forcing
- C. Negotiating
- D. Confronting

Correct Answer: D

QUESTION 9

Two team members are arguing over two different approaches to complete a task. The project manager listens to both sides, determines neither approach will work, and directs the team members to use a third option.

This type of conflict resolution is known as:

- A. forcing.
- B. avoiding.
- C. smoothing.
- D. compromising.

Correct Answer: A

Reference: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 200

QUESTION 10

The design team and development team disagree about what technology should be used for a major requirement. A brainstorming meeting takes place, where both teams focus on the mutually agreed-upon deliverables.

Which of the following conflict resolution techniques did the teams use?

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

Correct Answer: A

QUESTION 11

Which of the following is a team-building stage that involves the team learning to trust one another's abilities and begin working together as a productive group?

- A. Norming
- B. Forming
- C. Storming
- D. Performing

Correct Answer: A

Explanation: Norming is where things begin to calm down. Team members know each other fairly well by now. They're comfortable with their positions in the team, and they begin to deal with project problems instead of people problems. "Decisions are made jointly at this stage, and team members "exhibit mutual respect and familiarity with one another."

QUESTION 12

Ann, a customer, approaches the project manager of a portable computing device implementation project with a request to have a tablet instead of a laptop.

Which of the following steps should the project manager take NEXT?

- A. Supply Ann with the requested tablet.
- B. Have Ann submit a change request.
- C. Provide Ann with a copy of the project management plan.

D. Inform Ann that she will receive what has been authorized.

Correct Answer: A

QUESTION 13

Which of the following is responsible for key decisions within a project?

- A. Project manager
- B. Project champion
- C. Project management office
- D. Project team

Correct Answer: A

Reference: <https://www.pmi.org/learning/library/pm-decision-making-analysis-intuition-7492>

QUESTION 14

The following tasks are required to complete an IT project that is behind schedule:

ID	Task	Duration	Successors
1	Load servers	5 days	4
2	Configure circuit	8 days	4
3	Finalize MOU	3 days	2,1
4	Create user materials	4 days	

Which of the following is the critical path?

- A. 3, 2, 4
- B. 4, 2, 3
- C. 3, 2, 1, 4
- D. 4, 1, 2, 3

Correct Answer: C

QUESTION 15

A vendor developed a new payroll system for a local transit authority. Due to the system's complexity, the vendor will need to work with the transit authority for three months after system implementation.

This will be documented in the:

- A. warranty.
- B. training plan.
- C. WBS.
- D. SLA.

Correct Answer: D

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