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QUESTION 1

A PM has gathered stakeholders from across various functions in the organization. The team has never worked together before. Which of the following should the PM do to ensure standards are understood?

A. Conduct team training.

B. Present the scope statement.

C. Establish meeting schedules.

D. Develop a communication plan.

Correct Answer: A

Conducting team training is important when stakeholders from various functions who have never worked together are brought together for a project. It helps ensure that everyone understands the project\'s standards, processes, and expectations. Training can provide a common understanding of roles, responsibilities, communication protocols, and any specific standards relevant to the project. This lays the foundation for effective collaboration and reduces the likelihood of misunderstandings or misaligned expectations among team members.

QUESTION 2

Which of the following software programs would be BEST to use to store information related to business transactions?

A. Record management system

B. Customer relationship management

C. Enterprise resource planning

D. Content management system

Correct Answer: C

A record management system is specifically designed to manage and store business records and transactions in a structured and organized manner. It ensures that records are securely stored, easily retrievable, and can be maintained over time, making it an ideal choice for managing business transaction information.

QUESTION 3

A PM in a matrix organizational structure has team members who do not have adequate time to dedicate to project activities. Which of the following should the PM do to improve the team members\' availability?

A. Require overtime for assignments.

B. Conduct training on time management.

C. Negotiate with functional managers.

D. Recruit additional team members.

Correct Answer: C

In a matrix organizational structure, team members often report to both a functional manager and a project manager. If team members don\\'t have enough time to dedicate to project activities, the project manager should negotiate with the functional managers to secure more of the team members\\' time for the project. This can involve discussing the project\\'s priorities, deadlines, and resource needs.

QUESTION 4

A project manager is assigned to a project and has not had a handover meeting with the previous project manager. The new project manager is reviewing the percent of project completion, schedule progress, and budget constraints. Which of the following documents should the project manager use to obtain this information?

A. Project schedule

B. Balanced scorecard

C. Issue log

D. Status report

Correct Answer: D

Reference: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 328

QUESTION 5

When a risk event occurs, which of the following documents is BEST suited for recording and tracking new items corresponding to the risk?

A. Issue log Most Voted

B. Risk management plan

C. Communications plan

D. Risk register

E. Status report

Correct Answer: A

QUESTION 6

A stakeholder is unaware of a project\\'s status.

Which of the following documents should the project manager consult to ensure all stakeholders are notified of project changes? (Choose two.)

A. Status report

B. Organizational chart

C. RACI matrix

D. Meeting minutes

E. Communication plan

Correct Answer: AE

QUESTION 7

A project manager is attempting to establish the proper sequencing and duration of project activities. Which of the following would be the MOST beneficial?

A. Network diagram

B. Ishikawa diagram

C. WBS

D. Gantt chart

Correct Answer: A

Reference: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 160

QUESTION 8

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

Correct Answer: B

Identifying the root cause analysis is a quality assurance tool. Root cause analysis is a method used to identify the underlying cause of a problem or issue. It is often used in quality assurance to determine the root cause of defects or failures in a process, and to develop corrective actions to prevent the issue from recurring.

QUESTION 9

The project sponsor has cut the resources required for project completion. The project manager cannot complete the project without additional resources. Which of the following should the project manager do to obtain the resources?

A. The project manager should identify and document the reasons for the additional resources in a change request.

B. The project manager should hire additional resources temporarily to complete the project.

C. The project manager should terminate the project until additional resources are added to the project.

D. The project manager should ask the project team members to take on more tasks to complete the project on time.

Correct Answer: A

QUESTION 10

A new project team started work three months ago. The team members are increasing their work productivity and are comfortable asking for help with tasks. Which of the following describes the current stage of the project team?

A. Performing

B. Adjourning

C. Forming

D. Norming

Correct Answer: D

QUESTION 11

A project manager has been very diligent in maintaining the version control for the documentation of requirements. Which of the following tools is the project manager using?

A. Multiauthoring software

B. Word processor

C. Real-time polling

D. Conferencing platforms

Correct Answer: B

QUESTION 12

A project sponsor is notified that the committed turnaround time has been exceeded. The team member assigned to this item stated that the support of the management team was requested on time. Which of the following documents should be reviewed to understand the root cause of this situation?

A. RACI

B. SOW

C. Escalation path

D. Communication plan

Correct Answer: D

QUESTION 13

A visual that displays team progress was created for stand-up meetings. Which of the following BEST describes what is being represented on the visual?

A. Decision board

B. Whiteboard

C. Task board

D. Dashboard

Correct Answer: C

QUESTION 14

During an audit, a project manager finds out that a contractor exceeded the overtime hours allowed by the contract. Which of the following tools should the PM use to share the details with the management team?

A. Time-tracking log

B. Issue log

C. Statement of work

D. Risk register

Correct Answer: A

QUESTION 15

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.

Correct Answer: D

After the system has been implemented and testing has been successfully completed, the next step is to train the operations team on how to use the system. This will ensure that the system is used effectively and efficiently. The project manager should also hand off the system to the operations team so that they can take ownership of the system and support its ongoing use.

The other options are not as important at this stage. The scope statement has already been validated, and the quality of the deliverables has already been ensured through testing. The risk register can be reviewed and residual risks can be closed up later, after the system has been in use for a while.

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