

PK0-005 Dumps

CompTIA Project+ Certification Exam

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NEW QUESTION 1

A project manager buys an extended warranty for a set of servers. Which of the following risk management strategies is the manager using?

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

Answer: A

Explanation:

Transfer is a risk management strategy that involves shifting the responsibility or impact of a risk to a third party, such as an insurance company, a vendor, or a contractor¹. By buying an extended warranty for a set of servers, the project manager is transferring the risk of server failure or malfunction to the warranty provider, who will cover the cost of repair or replacement in case of a risk event. This way, the project manager reduces the exposure and liability of the project to the risk, while still retaining some level of accountability and oversight². References = CompTIA Project+ PK0-005 Certification Study Guide, Chapter 8: Planning Projects Part 4, page 245; 4 Risk Management Strategies for Successful Project Execution, Risk transferring section; How to Manage Project Risk: A 5-Step Guide, Risk treatment section.

NEW QUESTION 2

Which of the following are primary features provided by a standard IaaS solution? (Select two).

- A. Encryption
- B. Storage
- C. Networking
- D. User interface
- E. Access
- F. Database

Answer: BC

Explanation:

According to What is Logging as a Service (LaaS)? - LogicMonitor, LaaS is a cloud-based log management platform that simplifies the management of infrastructure and application logs. LaaS offers a central location where you can store, analyze and visualize the content of all your logs. It works by ingesting logs from different sources, such as web servers, IoT devices, database servers and more. It then provides actionable output by organizing and restructuring the information within these logs. Therefore, storage and networking are primary features provided by a standard LaaS solution, as they enable the collection and transmission of logs from various sources to a centralized platform. Encryption, user interface, access, and database are not primary features of LaaS, as they are either optional or secondary aspects of the service.

NEW QUESTION 3

A PM needs to calculate the progress of the whole project scope for a presentation to the sponsor. Which of the following is the first document the PM should update?

- A. Project network diagram
- B. Gantt chart
- C. Issue log
- D. Risk report

Answer: B

Explanation:

A gantt chart is a visual representation of a project timeline that shows the tasks, durations, dependencies, and resources of a project in a horizontal bar chart format. A gantt chart can help a project manager to calculate the progress of the whole project scope by comparing the planned and actual start and finish dates of each task, as well as the percentage of completion and the critical path. A gantt chart is also a useful tool for communicating the project status and performance to the sponsor and other stakeholders. Therefore, the first document that the project manager should update to calculate the progress of the whole project scope is the gantt chart. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 6: Schedule Management¹; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 6: Schedule Management²; What Is a Gantt Chart? 7 Examples for Project Management³

NEW QUESTION 4

A developer focused on a single story during an entire sprint. The story was underestimated and, therefore, was not completed. Which of the following steps should the Scrum team take next?

- A. Assign more resources to complete similar stories in the future.
- B. Break the stories into workable items that can be completed within one sprint.
- C. Extend the sprint duration when required with the approval of the product owner.
- D. Release the current progress into production and carry over the rest of the code for the next sprint.

Answer: B

Explanation:

The Scrum team should break the stories into workable items that can be completed within one sprint, which is a time-boxed period of 7 to 30 days, during which the team delivers a potentially releasable product increment. Breaking the stories into smaller and more manageable items can help the team to estimate them more accurately, plan them more effectively, and deliver them more reliably. Breaking the stories also aligns with the agile principle of delivering working software frequently and satisfying the customer through early and continuous delivery of valuable software.

The other options are not the best steps for the Scrum team to take next. Assigning more resources to complete similar stories in the future may not solve the problem of underestimation, and may introduce additional complexity and communication overhead. Extending the sprint duration when required with the approval of the product owner may compromise the consistency and predictability of the Scrum process, and may delay the feedback and validation from the stakeholders. Releasing the current progress into production and carrying over the rest of the code for the next sprint may result in an incomplete or unstable product increment,

and may violate the definition of done, which is a shared understanding of the quality criteria that the product increment must meet. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 5: Project Scope Management¹; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 5: Project Scope Management²; The 3 Scrum Roles and Responsibilities Explained³; Implementation of Scrum - 7 Steps for an Effective Process⁴

NEW QUESTION 5

During a status meeting, the development team reviews work and finds an unforeseen dependency on one of the critical project activities. As a result, the project will most likely be delayed. Which of the following actions should the project manager MOST likely perform?

- A. Work with the project scheduler to update the project timeline.
- B. Communicate to the stakeholders about the updated timeline.
- C. Ask the development team to fast-track upcoming activities.
- D. Add two resources so the critical activities will finish on time.

Answer: A

Explanation:

Work with the project scheduler to update the project timeline. The project manager should work with the project scheduler to update the project timeline after finding an unforeseen dependency on one of the critical project activities that will most likely cause a delay. The project scheduler is a person or a tool that helps plan, schedule, monitor, and control the project activities and resources. The project scheduler can help the project manager to assess the impact of the dependency on the project schedule and identify any possible ways to mitigate or resolve it. The project scheduler can also help to update the project timeline with the revised dates and durations of the project activities and communicate them to the relevant stakeholders.

NEW QUESTION 6

SIMULATION

During a gate review meeting, the deliverable was rejected by the customer. **INSTRUCTIONS**

Review the dashboard.

- Part 1: Drag and drop each task, placing them in the correct order based on the project change control process.
- Part 2: Select the proper document(s) to be updated.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Part 1:

The simulation interface is divided into two main sections: 'Change Control Process' and 'Drag and Drop'.

Change Control Process: A vertical list of 8 numbered steps, each with a question mark icon in a circle. Step 5 is highlighted in grey and contains the text 'Select the appropriate document(s) to update.' The other steps are empty.

Drag and Drop: A vertical list of 7 blue buttons, each containing a task description:

- Perform a demonstration.
- Define new requirements and record changes.
- Update and test the deliverable.
- Consult the RACI matrix.
- Assess the schedule, risk, and cost.
- Obtain a sign off.
- Make an announcement on the company portal.

Part 2:

Question Options

Select the appropriate document(s) to update.

- Risk register
- Schedule
- Statement of work
- Organizational chart
- Change log
- Issues log
- WBS dictionary

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Part 1:
Change Control Process:
 ? Consult the RACI matrix.
 ? Define new requirements and record changes.
 ? Assess the schedule, risk, and cost.
 ? Perform a demonstration.
 ? Obtain a sign off.
 ? Update and test the deliverable.
 ? Make an announcement on the company portal.

The change control process is a sequence of steps that helps to manage and document any changes or modifications to a project scope, schedule, cost, quality, or resources. The change control process typically involves the following steps:

? Consult the RACI matrix. A RACI matrix is a tool that defines and clarifies the roles and responsibilities of each team member for each task or activity in a project. RACI stands for responsible, accountable, consulted, and informed. Consulting the RACI matrix can help to identify who needs to be involved or informed about the change request and how to communicate with them.

? Define new requirements and record changes. The new requirements and changes are the details of what needs to be modified or added to the project deliverables or objectives based on the customer feedback or request. Defining and recording the new requirements and changes can help to communicate and justify the need and rationale for the change and its implications on the project scope and quality.

? Assess the schedule, risk, and cost. The schedule, risk, and cost are the aspects of the project that may be affected by the change request. Assessing the schedule, risk, and cost can help to determine the impact and feasibility of the change and identify any possible alternatives or corrective actions to minimize or avoid its negative effects.

? Perform a demonstration. A demonstration is a presentation or show of how the modified or updated deliverable works or meets the customer expectations or requirements. Performing a demonstration can help to validate and verify that the change request has been implemented correctly and effectively and to obtain feedback or approval from the customer or stakeholders.

? Obtain a sign off. A sign off is a formal acceptance and approval of the change request and its deliverables from the customer or stakeholders. Obtaining a sign off can help to confirm that the change request has been completed successfully and satisfactorily and to close the change control process.

? Update and test the deliverable. The deliverable is the product or service that is produced or provided by the project. Updating and testing the deliverable can help to ensure that it meets the quality standards and criteria and that it works as expected after implementing the change request.

? Make an announcement on the company portal. The company portal is a platform or channel that allows internal communication and collaboration among employees within an organization. Making an announcement on the company portal can help to inform and update other team members or departments about the change request and its outcomes and to share any lessons learned or best practices from the change control process.

Part2:
 ? Risk register: A risk register is a document that identifies, analyzes, and records the potential risks or uncertainties that may affect a project. Updating the risk register can help to capture any new or modified risks that may arise from the change request and to plan and implement appropriate risk responses.
 ? Schedule: A schedule is a document that shows the planned start and end dates, durations, dependencies, and progress of each task or activity in a project. Updating the schedule can help to reflect any changes or adjustments to the project

timeline or milestones that may result from the change request and to monitor and control the project performance and delivery.

? Statement of work: A statement of work (SOW) is a document that defines the scope, deliverables, schedule, and terms and conditions of a project or contract. Updating the SOW can help to document any changes or additions to the project scope or deliverables that may be requested or agreed upon by the customer or stakeholders and to ensure alignment and agreement on what needs to be done and how it will be done.

? Change log: A change log is a document that tracks and records any changes or modifications that are made to the project scope, schedule, cost, quality, or resources during a project. Updating the change log can help to document the change request, approval, implementation, and impact of each change and ensure traceability and transparency.

NEW QUESTION 7

Which of the following cloud models is designed to provide compute, storage, and networking resources on demand?

- A. Software as a service
- B. Infrastructure as a service
- C. Data as a service
- D. Platform as a service

Answer: B

Explanation:

Infrastructure as a service (IaaS) is a cloud model that provides on-demand access to cloud-hosted physical and virtual servers, storage, and networking resources. IaaS customers can provision, configure, and use these resources as they would use on-premises hardware, but without the hassle of purchasing, installing, managing, and maintaining them. The cloud service provider owns, manages, and maintains the hardware and computing resources in its own data centers, and charges the customers based on their usage. IaaS is suitable for customers who need flexibility, scalability, and control over their IT infrastructure, and who want to avoid the high costs and complexity of owning and operating their own hardware. The other options are not correct because:

? Software as a service (SaaS) is a cloud model that provides on-demand access to ready-to-use, cloud-hosted application software. SaaS customers do not need to install, update, or maintain the software, as the cloud service provider handles all the technical aspects. SaaS is suitable for customers who need to access common applications, such as email, office productivity, or customer relationship management, without worrying about the underlying infrastructure or platform.

? Data as a service (DaaS) is a cloud model that provides on-demand access to cloud-hosted data sources, such as databases, data warehouses, or data lakes. DaaS customers can query, analyze, and visualize the data, as well as integrate it with other applications or services, using APIs or web interfaces. DaaS is suitable for customers who need to leverage data from various sources, such as social media, IoT devices, or third-party providers, without having to store, manage, or process the data themselves.

? Platform as a service (PaaS) is a cloud model that provides on-demand access to a complete, ready-to-use, cloud-hosted platform for developing, running, maintaining, and managing applications. PaaS customers can use the platform's tools, frameworks, libraries, and services to create and deploy applications, without having to worry about the underlying infrastructure or software. PaaS is suitable for customers who need to develop, test, and deploy applications quickly and efficiently, and who want to take advantage of the cloud's scalability, reliability, and security features. References = IaaS vs. PaaS vs. SaaS; AWS Fundamentals: Understanding Compute, Storage, Database, Networking & Security; What are the different types of cloud computing?; What is Cloud Storage and How to Use It

NEW QUESTION 8

A developer recommends modifying an existing portion of code that is not part of the scope and is causing low performance on the current solution. Which of the following actions should the project manager most likely take?

- A. Ask a developer to create a change request.
- B. Do nothing because recommendation is scope creep.
- C. Ask a developer to implement the recommendation.
- D. Communicate the change status.

Answer: A

Explanation:

The project manager should ask the developer to create a change request, which is a formal document that describes the proposed change, its benefits, costs, risks, and impacts on the project scope, schedule, budget, and quality. A change request is the first step in the change control process, which involves evaluating, approving, or rejecting changes to the project baselines. The project manager should not do nothing, because ignoring the recommendation could result in poor performance and customer dissatisfaction. The project manager should not ask the developer to implement the recommendation without following the change control process, because that could cause scope creep, which is the uncontrolled expansion of the project scope without proper authorization or adjustment of the project resources and objectives. The project manager should not communicate the change status before the change request is submitted and approved, because that could create confusion and false expectations among the project stakeholders. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 4: Project Integration Management1; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 4: Project Integration Management2; What is a Change Request and How to Manage It3

NEW QUESTION 9

A project team has just experienced an unexpected event and implemented a work-around. Which of the following documents should be used to record the event? (Select TWO).

- A. Risk report
- B. Defect log
- C. Issue log
- D. Backlog
- E. Change log
- F. Progress report

Answer: CE

Explanation:

Issue log and change log are documents that should be used to record the event where the project team has just experienced an unexpected event and implemented a work-around. An issue log is a document that tracks and records any issues or problems that arise during a project and how they are resolved. An issue log can help to monitor and control the project performance and quality and prevent any negative impacts on the project objectives and deliverables. A change log is a document that tracks and records any changes or modifications that are made to the project scope, schedule, cost, quality, or resources during a project. A change log can help to document the change request, approval, implementation, and impact of each change and ensure traceability and transparency.

NEW QUESTION 10

A project is moving into the user acceptance testing phase. Several resources will be needed to execute different steps in the testing plan. Which of the following would be the best tool to allow the resources to remain at their desks and only react when needed?

- A. Ticketing system
- B. Videoconference
- C. Simple messaging system
- D. Corporate social media

Answer: A

Explanation:

A ticketing system is a tool that allows the project manager to assign, track, and manage tasks for the testing phase. A ticketing system can help the resources to remain at their desks and only react when needed, because they can receive notifications, updates, and feedback on their tickets through email or other channels. A ticketing system can also help the project manager to monitor the progress, quality, and issues of the testing phase, and to generate reports and metrics. A ticketing system is different from a videoconference, which is a tool that allows the project team to communicate and collaborate in real time through audio and video. A videoconference is not suitable for allowing the resources to remain at their desks and only react when needed, because it requires their active participation and attention. A ticketing system is also different from a simple messaging system, which is a tool that allows the project team to exchange text messages and files. A simple messaging system is not effective for assigning, tracking, and managing tasks for the testing phase, because it lacks the features and functions of a ticketing system, such as prioritization, categorization, status, and history. A ticketing system is also different from a corporate social media, which is a tool that allows the project team to share information and ideas through online platforms. A corporate social media is not appropriate for allowing the resources to remain at their desks and only react when needed, because it may not be secure, reliable, or professional for the testing phase. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 10: Project Execution1; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 10: Project Execution2; The 15 best collaboration tools for productive teams3

NEW QUESTION 10

A project sponsor is struggling to provide the latest project status information on a weekly executive call. Which of the following should be reviewed?

- A. Meeting cadence
- B. Gap analysis
- C. Dashboard
- D. Adoption training

Answer: C

Explanation:

A dashboard is a visual tool that displays key project metrics and indicators in a single view12. A dashboard can help a project sponsor to provide the latest project status information on a weekly executive call by showing the project progress, budget, schedule, risks, issues, and milestones in a clear and concise way34. A dashboard can also facilitate communication, collaboration, and decision making among project stakeholders56. A dashboard should be reviewed and updated regularly to reflect the current state of the project7. References = CompTIA Project+ Certification Study Guide8, CompTIA Project+ Certification Exam Objectives9, Write a Project Status Report in 8 Steps + Template [2023] • Asana6, Project Status Reports: 9 Easy Steps & Examples [+ Template]7, How To Write a Project Status Report (Definition and Steps)8, How to Write a Project Status Report [Template Included] - Toggl9, What Is a Project Status? Definition and Key Terms - Indeed10

NEW QUESTION 11

A project manager has been assigned to a new project. During the planning phase, the project manager needs to get an understanding of the purpose of the project. Which of the following should the project manager do?

- A. Collate the lessons learned.
- B. Perform a gap analysis.
- C. Review existing artifacts.
- D. Conduct a retrospective.

Answer: C

Explanation:

The project manager should review existing artifacts to get an understanding of the purpose of the project. Existing artifacts are documents or records that provide information about the project background, context, scope, objectives, requirements, stakeholders, and deliverables. They may include documents such as project proposal, project charter, business case, feasibility study, statement of work (SOW), or contract. Reviewing existing artifacts can help to clarify the project vision and expectations and provide a basis for planning and executing the project.

NEW QUESTION 12

Which of the following would be considered operational security?

- A. Mobile device compliance
- B. Background screening
- C. Multifactor authentication
- D. Facility access

Answer: D

Explanation:

Operational security (OPSEC) is a process that prevents sensitive information from getting into the wrong hands by viewing operations from the perspective of an adversary1. Facility access is a form of OPSEC that controls who can enter and exit a physical location where sensitive data or equipment is stored or processed. Facility access can include measures such as locks, alarms, badges, biometrics, guards, and cameras. The other options are not correct because:
? Mobile device compliance is a policy that ensures that mobile devices used by employees or contractors meet certain security standards and requirements, such as encryption, password protection, antivirus, and remote wipe. Mobile device compliance is not a form of OPSEC, but rather a form of data security or device management.
? Background screening is a process that checks the criminal, financial, and employment history of a potential employee or contractor before hiring them. Background screening is not a form of OPSEC, but rather a form of human resource management or risk mitigation.

? Multifactor authentication is a method that requires users to provide two or more pieces of evidence to verify their identity before accessing a system or service, such as a password, a code, a token, or a biometric. Multifactor authentication is not a form of OPSEC, but rather a form of access control or identity management. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 10: Executing and Closing Projects, page 314; CompTIA Project+ Certification Exam Objectives, Domain 3: Project Execution, Objective 3.2: Given a scenario, execute and monitor project tasks using traditional methodologies; What is Operational Security? The Five-Step Process, Best Practices, and More

NEW QUESTION 13

A company is implementing a new radar system from July to September. The project manager knows these months are the peak hurricane season for this region. Which of the following should the project manager develop to mitigate the risk to the project?

- A. Data plan
- B. Contingency plan
- C. Rollback plan
- D. Recovery plan

Answer: B

Explanation:

A contingency plan is a risk mitigation strategy that involves preparing alternative courses of action in case the original plan fails or encounters unexpected problems. A contingency plan can help reduce the impact of negative risks and ensure the project continuity and success. In this case, the project manager should develop a contingency plan to mitigate the risk of hurricanes affecting the implementation of the new radar system. For example, the contingency plan could include backup resources, alternative locations, emergency procedures, and communication channels in case of a hurricane. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 7: Risk Management¹; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 7: Risk Management

NEW QUESTION 17

A project coordinator has started a new project and is reviewing the following characteristics provided by the customer:

- Two developers
- High uncertainty about existing systems
- Risk of frequent requirement changes
- Tight deadlines

Which of the following project methodologies would be best to use in this situation?

- A. PRINCE2
- B. Scrum
- C. SAFe
- D. XP

Answer: B

Explanation:

This answer is based on the best practice of choosing a project management methodology that suits the project characteristics and environment¹². Scrum is an agile framework that is designed to handle complex and uncertain projects with frequent changes and tight deadlines³⁴. Scrum involves a small, cross-functional team that works in short iterations called sprints, delivering incremental and potentially shippable products at the end of each sprint⁵. Scrum also allows for continuous feedback and improvement through daily stand-up meetings, sprint reviews, and retrospectives⁶. Scrum is suitable for this project because it can accommodate the high uncertainty, the risk of requirement changes, and the tight deadlines, while also enabling the two developers to collaborate effectively and deliver value to the customer. References = CompTIA Project+ Certification Study Guide⁷, CompTIA Project+ Certification Exam Objectives⁸, Project Management Methodologies Comparison (11 PM Methods)⁶, Project Management Methodologies: 12 Best Frameworks [2023]⁷, What is Scrum?⁵, Scrum Methodology: The Ultimate Guide⁶

NEW QUESTION 19

A PM wants to provide a visual representation of how a project is organized into tasks and how the tasks relate to each other. Which of the following can the PM use?

- A. Milestone chart
- B. Gantt chart
- C. PERT chart
- D. WBS

Answer: B

Explanation:

A gantt chart is a visual representation of a project timeline that shows the tasks, durations, dependencies, and resources of a project in a horizontal bar chart format. A gantt chart can help a project manager to plan, monitor, and control the project progress, scope, and quality. A gantt chart is different from a milestone chart, which only shows the key events or deliverables of a project without the details of the tasks. A gantt chart is also different from a PERT chart, which is a network diagram that shows the logical relationships and sequence of tasks in a project. A gantt chart is also different from a WBS, which is a hierarchical breakdown of the project scope into smaller and manageable components. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 6: Schedule Management¹; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 6: Schedule Management²; What Is a Gantt Chart? 7 Examples for Project Management³; 3 types of visual project management: Timelines, calendars, and boards (with examples)⁴

NEW QUESTION 22

A project manager does not have the power to reward team members when they accomplish something or penalize them when they fail to perform well. As a result, the project manager is having issues with team members. Which of the following describes this organizational structure?

- A. Flat
- B. Projectized
- C. Weak matrix
- D. Functional

Answer: C

Explanation:

A weak matrix organizational structure is one where the project manager has low authority and the functional manager has high authority. The project manager is considered to be a coordinator or an escalator, and the team members are primarily loyal to their functional units. This can cause issues with team motivation, communication, and performance¹

NEW QUESTION 26

During the execution phase, a new PM was assigned to a project. The PM received a request to add new functionality to the system that is being developed. While the PM was conducting a preliminary review with the team, the technical lead highlighted that this functionality request was rejected during the planning phase. Which of the following documents is the best source for the PM to use to confirm this assertion?

- A. Issue log
- B. Scope statement
- C. Risk report
- D. Change log

Answer: D

Explanation:

A change log is a document that records and tracks the changes that are made to the project scope, schedule, budget, or quality. It helps the project manager to monitor and control the project performance and ensure that the changes are aligned with the project objectives and stakeholders' expectations. A change log can also include information such as the change description, impact, status, approval, and date. A change log is the best source for the PM to use to confirm the assertion that the functionality request was rejected during the planning phase, as it would show the details and reasons for the rejection¹².

NEW QUESTION 29

Which of the following BEST describes how an organization should coordinate management of multiple related projects?

- A. Apply the SDLC process.
- B. Establish a program.
- C. Consult the CCB.
- D. Use different frameworks

Answer: B

Explanation:

The BEST way to coordinate management of multiple related projects is to establish a program. A program is a group of related projects that are managed together to achieve specific strategic business objectives. References: CompTIA Project+ Study Guide Section 2.2.1

The organization should establish a program to coordinate management of multiple related projects. A program is a group of related projects, subprograms, and program activities that are managed in a coordinated way to obtain benefits and control not available from managing them individually. A program can help to align multiple projects with strategic goals, optimize resources and risks, and deliver value to stakeholders.

NEW QUESTION 30

A client provides a project plan to the assigned project manager and suggests that the project manager and team just need to execute the plan. Upon further investigation, the document contains:

- Purpose
- Scope of work
- Location of work
- Period of performance
- Deliverables schedule
- Applicable standards
- Acceptance criteria
- Special requirements
- Payment schedule

Which of the following documents did the client provide to the project manager?

- A. RFP
- B. WBS
- C. SLA
- D. SOW

Answer: D

Explanation:

The client provided a statement of work (SOW) to the project manager and suggested that the project manager and team just need to execute the plan. A SOW is a document that defines the scope, deliverables, schedule, and terms and conditions of a project or contract. A SOW typically includes information such as purpose, scope of work, location of work, period of performance, deliverables schedule, applicable standards, acceptance criteria, special requirements, and payment schedule. A SOW can help to establish a common understanding and agreement between the client and the service provider on what needs to be done and how it will be done.

NEW QUESTION 31

A project manager is assigned an initiative in a highly regulated industry that requires employees to safeguard certain pieces of PII. Which of the following is the best approach for the project manager to keep the information confidential?

- A. Encryption
- B. Multifactor authentication
- C. Quality assurance
- D. Password protection

Answer: A

Explanation:

Encryption is the process of transforming data into an unreadable format that can only be accessed by authorized parties who have the decryption key. Encryption is the best approach for the project manager to keep the PII confidential, as it protects the data from unauthorized access during storage and transmission¹².

NEW QUESTION 36

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.

Answer: A

Explanation:

The project manager should validate against the scope statement and ask for sign-off after a system was implemented and testing was successfully completed. The scope statement is a document that defines and documents the project scope, objectives, deliverables, requirements, assumptions, and constraints. The scope statement can help to establish a common understanding and agreement between the project manager and the stakeholders on what the project aims to achieve and deliver. Validating against the scope statement means checking whether the project deliverables meet the agreed-upon scope criteria and quality standards. Asking for sign-off means requesting formal acceptance and approval of the project deliverables from the stakeholders.

NEW QUESTION 40

How does data discovery assist with data classification'?

- A. It shows where specific data is stored
- B. It automatically classifies data by keywords
- C. It helps to identify the data owner
- D. It provides assurance of data integrity

Answer: A

Explanation:

Data discovery is the process of finding and analyzing data across an organization's data sources, such as databases, files, cloud services, and applications¹². Data discovery can assist with data classification, which is the process of assigning labels and categories to data based on its sensitivity, value, and risk³⁴. By showing where specific data is stored, data discovery can help to:

? Identify the location and scope of sensitive data, such as personal, financial, or health information, that may require special protection or compliance measures⁵⁶.

? Evaluate the data quality, accuracy, and relevance for different purposes and users⁷⁸.

? Optimize the data storage, access, and governance policies and practices⁹¹⁰. References = CompTIA Project+ Certification Study Guide, CompTIA Project+ Certification Exam Objectives, What is Data Discovery and Classification?¹, Data Discovery and Classification: Working Hand in Hand², Why Data Discovery and Classification are Important³, Data Discovery & Classification⁴, Data Discovery and Classification: The First Step to Data Security⁵, Data Discovery and Classification: A Key Component of Data Protection⁶, Data Discovery and Classification: The Foundation of Data Quality⁷, Data Discovery and Classification: The Key to Data Governance⁸, Data Discovery and Classification: The Essential Step to Data Optimization⁹, Data Discovery and Classification: The Best Practice for Data Management¹⁰

NEW QUESTION 45

Which of the following can be used to determine whether a sample product is within an acceptable range?

- A. Scatter diagram
- B. Velocity chart
- C. Control chart
- D. Fishbone diagram

Answer: C

Explanation:

A control chart is a graphical tool that displays the variation of a process over time and compares it to predetermined control limits. It can be used to determine whether a sample product is within an acceptable range by checking if the sample values fall within the upper and lower control limits, which indicate the expected variation of the process. If the sample values are outside the control limits or show a non-random pattern, it indicates that the process is out of control and there may be some assignable causes of variation that need to be investigated and corrected. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 8: Quality Management¹; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 8: Quality Management²

NEW QUESTION 49

During a sponsor meeting, a PM is assigned to manage a new external project for an IT consultant. The sponsor wants the PM to establish an agreement regarding the exchange of money between both parties. Which of the following documents would the PM most likely create?

- A. Business requirement
- B. Client statement of work
- C. Formal contract
- D. Project charter

Answer: C

Explanation:

A formal contract is a legal document that defines the terms and conditions of the agreement between the project parties, such as the scope, schedule, budget, quality, deliverables, roles and responsibilities, payment methods, and dispute resolution mechanisms. A formal contract is essential for external projects,

especially when there is an exchange of money involved, to protect the interests and rights of both parties and to ensure mutual understanding and compliance. A formal contract is different from a business requirement, which is a statement of the needs and expectations of the customer or stakeholder for the project outcome. A formal contract is also different from a client statement of work, which is a document that describes the work to be performed, the deliverables to be provided, and the acceptance criteria to be met by the project vendor or contractor. A formal contract is also different from a project charter, which is a document that authorizes the project and provides the high-level information about the project objectives, scope, stakeholders, and project manager. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 4: Project Integration Management¹; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 4: Project Integration Management²; 11 Essential Documents To Use as a Project Manager³

NEW QUESTION 50

Project stakeholders have asked the team to use Scrum to run a software implementation project. Which of the following is most likely to take place during a Scrum ceremony?

- A. Reviewing project blockers
- B. Defining roles and responsibilities
- C. Establishing a project schedule
- D. Determining a project budget

Answer: A

Explanation:

According to Four agile ceremonies, demystified, one of the Scrum ceremonies is the daily stand-up, which is a short meeting to discuss progress and identify blockers. Blockers are any issues or impediments that prevent the team from completing their tasks or achieving their goals. Reviewing project blockers during the daily stand-up helps the team to resolve them quickly, collaborate effectively, and stay on track¹. The other options are not likely to take place during a Scrum ceremony, as they are either part of the initial project planning or outside the scope of Scrum.

NEW QUESTION 52

Which of the following is a typical characteristic of Scrum?

- A. Large teams
- B. Low-risk scope
- C. Self-organized team
- D. Well-defined scope

Answer: C

Explanation:

A self-organized team is a typical characteristic of Scrum, which is an agile framework for managing complex projects. A self-organized team is a group of motivated and skilled individuals who have the autonomy and authority to make decisions and collaborate on how to deliver the project goals. A self-organized team does not rely on a manager or a leader to assign tasks, monitor progress, or resolve issues. Instead, a self-organized team uses Scrum events, such as daily stand-ups, sprint planning, sprint review, and sprint retrospective, to coordinate their work, communicate with each other, and inspect and adapt their process and product^{1,2,3}. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 2: Project Methodologies, p. 55; Scrum Characteristics - Scrumiversity; What is Scrum? | Scrum.org; Characteristics of a Great Scrum Team | Scrum.org

NEW QUESTION 54

Which of the following best represents the project impact to a company's brand value?

- A. The project is compliant with local and state laws and becomes the standard for new projects.
- B. The project promotes new initiatives to expand its benefit to other communities.
- C. The project exceeds the sales quota for the third quarter and raises the bar for next periods. The project meets the expected milestones and finishes on time and within budget.

Answer: B

Explanation:

the brand of a project should deliver the message about its value and goals, and a proper brand helps the project get the necessary support and increases loyalty. The project that promotes new initiatives to expand its benefit to other communities is the one that best represents the project impact to a company's brand value, as it shows the company's vision, cause, and reputation.

NEW QUESTION 56

Which of the following is required to provide a hardware installation with a Tier 5 redundancy level?

- A. Storage project
- B. Computer services project
- C. Database project
- D. Multitiered architecture project

Answer: D

Explanation:

A multitiered architecture project is a type of project that involves designing and implementing a system that consists of multiple layers or tiers, such as presentation, application, and data. A multitiered architecture project can provide a high level of redundancy, scalability, and performance, as each tier can have multiple servers or components that can handle requests and failures independently. A Tier 5 redundancy level is the highest level of redundancy that requires a fully redundant, mirrored system plus one additional backup unit for every component^{1,2}.

NEW QUESTION 59

As a part of a project, structured cabling activities have been outsourced to another company. The agreement is that work will take six weeks to complete and will be performed at different locations. Which of the following should the project manager do? (Select two).

- A. Purchase the materials.
- B. Assign the resources.
- C. Accept delays in the work.
- D. Approve the deliverables.
- E. Monitor the performance.
- F. Negotiate with the vendors.

Answer: DE

Explanation:

The project manager should approve the deliverables and monitor the performance of the outsourced structured cabling activities. These are the responsibilities of the project manager when dealing with external vendors or contractors, as they ensure that the quality standards, scope, schedule, and budget are met according to the contract terms and the project plan. The project manager should also communicate regularly with the vendor and provide feedback and guidance as needed. The other options are not correct because:

? Purchasing the materials is not the responsibility of the project manager, but the vendor who is performing the structured cabling activities. The project manager should only verify that the materials are suitable and available for the project.

? Assigning the resources is not the responsibility of the project manager, but the vendor who is performing the structured cabling activities. The project manager should only ensure that the vendor has the adequate and qualified resources to complete the work.

? Accepting delays in the work is not a good practice for the project manager, as it can negatively affect the project schedule, scope, and quality. The project manager should proactively identify and manage the risks and issues that may cause delays, and implement contingency plans or corrective actions if necessary.

? Negotiating with the vendors is not a task that the project manager should do during the execution of the structured cabling activities, as it should have been done during the planning and procurement phases of the project. The project manager should only adhere to the contract terms and conditions that have been agreed upon with the vendor, and only renegotiate if there are significant changes or disputes that require it. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 8: Planning Projects, Part 4 (Procurement and Communication), pages 243-260; CompTIA Project+ Certification Exam Objectives, Domain 2: Project Planning, Objective 2.5: Given a scenario, plan procurement for a project; Domain 3: Project Execution, Objective 3.2: Given a scenario, execute and monitor project tasks using traditional methodologies.

NEW QUESTION 63

A project team is developing an application that will allocate a building's parking spaces. The building owner does not agree with using corporate colors in the application and has blocked the release of the beta version for testing. Which of the following best describes what the project manager should have done in the initiation phase to prevent this issue?

- A. Review of existing artifacts
- B. Development of an issue log
- C. Identification and assessment of stakeholders
- D. Establishment of accepted communication channels

Answer: C

Explanation:

The project manager should have identified and assessed the building owner as a key stakeholder in the initiation phase, and understood their expectations and requirements for the application. This would have helped to avoid the conflict over the corporate colors and the delay in testing. Stakeholder identification and assessment is an important process in the initiation phase, as it helps to define the project scope, objectives, and success criteria, and to establish a communication plan. References = CompTIA Project+ PK0-005 Certification Study Guide,

NEW QUESTION 66

Someone claiming to be from a tax agency sent an email to a team member asking for access to the project repository. Which of the following BEST describes this scenario?

- A. Social engineering
- B. Phishing
- C. Spoofing
- D. Hacking

Answer: B

Explanation:

Phishing is a scenario where someone claiming to be from a legitimate organization sends an email or other message to a target person asking for sensitive information or access to a system or account. Phishing is a type of cyberattack that aims to trick the target into revealing personal or financial data or installing malware on their device. Phishing can compromise the security and privacy of the target and expose them to identity theft, fraud, or other malicious activities.

NEW QUESTION 71

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

Answer: A

Explanation:

The project manager is using multiauthoring software to maintain the version control for the documentation of requirements. Multiauthoring software is a type of software that allows multiple users to create, edit, and collaborate on documents simultaneously. It also provides features such as tracking changes, commenting, reviewing, and merging versions. Multiauthoring software can help to improve the quality, accuracy, and consistency of documents and facilitate communication and feedback among stakeholders. Examples of multiauthoring software include Google Docs, Microsoft Word Online, and Confluence.

NEW QUESTION 76

Two team members have a minor disagreement on how a task should be performed. The project manager plans to meet with the team members to discuss the matter. Which of the following techniques should the project manager use to emphasize the areas of agreement and downplay the opposing views?

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

Answer: C

Explanation:

Smoothing is a conflict resolution technique that involves minimizing or ignoring the differences between the parties and focusing on the common interests or goals¹. It is often used when the conflict is not very important or when there is a need to maintain harmony and relationships². By using smoothing, the project manager can reduce the tension and stress caused by the disagreement and encourage the team members to cooperate and work together. Smoothing is different from compromising, which involves finding a middle ground or a trade-off that partially satisfies both parties; forcing, which involves imposing one's own solution or decision on the other party; and collaborating, which involves finding a win-win solution that fully satisfies both parties³. References = CompTIA Project+ PK0-005 Certification Study Guide, Chapter 10: Executing Projects Part 1, page 297; A Quick Guide to Resource Smoothing: Definition, Benefits, and Process, Conflict Resolution Techniques section; Resource Smoothing: How To Use In Project Management | Hive, Smoothing section.

NEW QUESTION 81

A project manager reports that the implementation of a new system is on track to be completed under budget and ahead of the schedule. A stakeholder then asks the manager to add mobile device functionality. Which of the following should the project manager do in response to the request?

- A. Decline because it is not included in the project scope.
- B. Assess the impact of the request and create a change request
- C. Create new functional and non-functional requirements for mobile devices.
- D. Revise the baseline of the project plan by adding the new requirements.

Answer: B

Explanation:

Assess the impact of the request and create a change request. The project manager should assess the impact of the request and create a change request in response to the stakeholder asking to add mobile device functionality to a project that is on track to be completed under budget and ahead of schedule. A change request is a document that formally proposes and records a modification or addition to some aspect of a project, such as scope, schedule, cost, quality, or resources. A change request can help to communicate and justify the need and rationale for the change and its implications on the project objectives and deliverables. A change request also helps to initiate the change control process, which involves reviewing, approving, implementing, and monitoring the change¹²

NEW QUESTION 85

Given the following information:

Task	Sequence	Duration
A	B,C	10
B	D,E	15
C	F	10
D	G	20
E	G	10
F	H,I	15
G	J	5
H	J	10
I	J	20
J	END	5

Which of the following represents the critical path of the project?

- A. A-C-F-I-J
- B. A-C-F-H-J
- C. A-B-D-G-J
- D. A-B-E-G-J

Answer: C

Explanation:

The critical path of the project is the longest sequence of tasks that must be completed on time for the project to finish on schedule. It determines the shortest possible duration of the project and shows the tasks that have no slack or float. Any delay in the critical path tasks will affect the project completion date. To find the critical path, we need to calculate the earliest start (ES), earliest finish (EF), latest start (LS), latest finish (LF), and slack (S) for each task. We can use the table and the network diagram given in the question to do this. The formula for calculating the slack is $S = LF - EF$ or $S = LS - ES$. A task with zero slack is on the critical path. The calculations are as follows:

Task | Duration | ES | EF | LS | LF | S
 A | 10 | 0 | 10 | 0 | 10 | 0
 B | 15 | 10 | 25 | 10 | 25 | 0
 C | 10 | 10 | 20 | 10 | 20 | 0
 D | 20 | 15 | 35 | 15 | 35 | 0
 E | 10 | 25 | 35 | 25 | 35 | 0
 F | 15 | 20 | 35 | 20 | 35 | 0
 G | 5 | 30 | 35 | 30 | 35 | 0
 H | 10 | 35 | 45 | 35 | 45 | 0
 I | 20 | 35 | 55 | 35 | 55 | 0
 J | 5 | 50 | 55 | 50 | 55 | 0

Based on the table, we can see that the tasks with zero slack are A, B, D, G, and J. Therefore, the critical path is A-B-D-G-J, which has a total duration of 55 days. The other options are not the correct critical paths, as they either include tasks with positive slack

(such as C, E, F, and H) or have a longer duration than 55 days (such as A-C-F-I-J).

NEW QUESTION 90

Which of the following offers administrators more direct control over operating systems?

- A. Infrastructure as a service
- B. Software as a service
- C. Functions as a service
- D. Platform as a service

Answer: A

Explanation:

Infrastructure as a service (IaaS) offers administrators more direct control over operating systems than other cloud service models. IaaS is a type of cloud computing service that provides virtualized computing resources such as servers, storage, network, and operating systems over the internet. IaaS allows users to rent or lease infrastructure resources on demand and pay only for what they use. IaaS gives users more flexibility and control over their infrastructure resources and enables them to configure, manage, and customize their operating systems according to their needs and preferences.

NEW QUESTION 93

Because the project team lacks hands-on experience, the project manager has decided to involve a third-party vendor to complete the development of a product. Which of the following documents should the project manager expedite first?

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

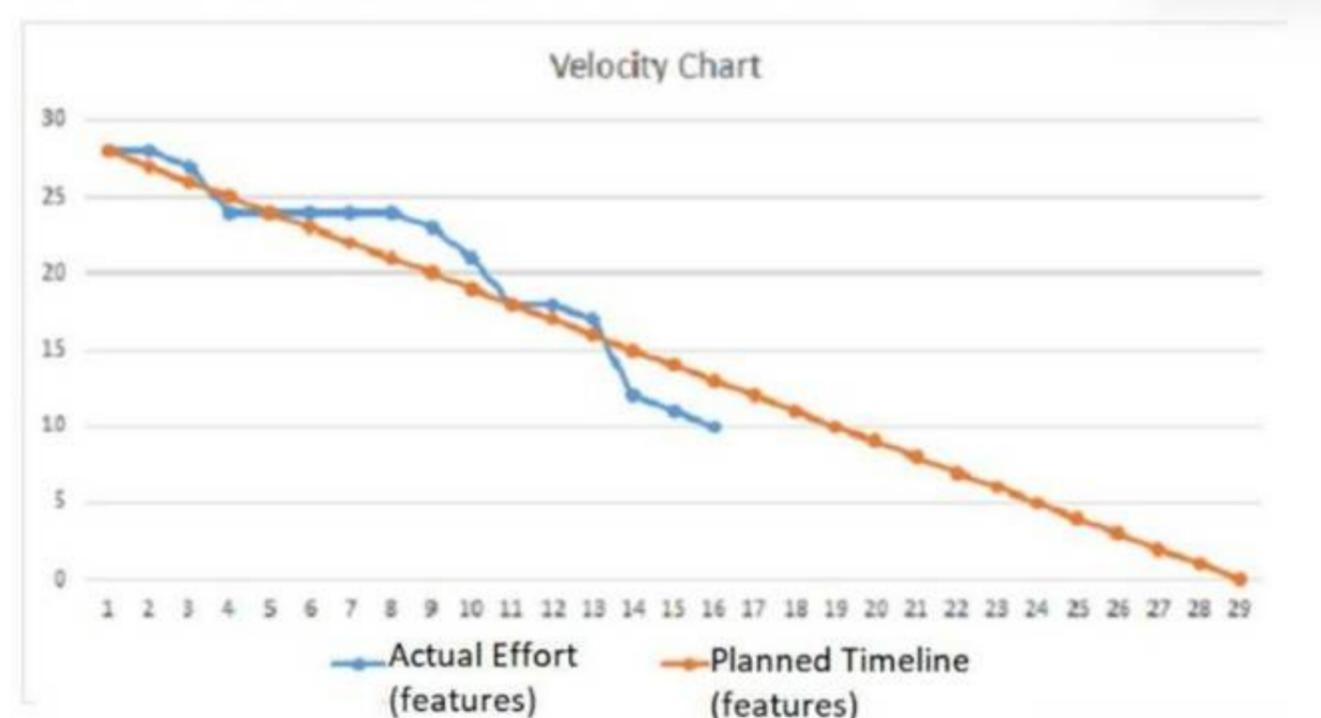
Answer: B

Explanation:

When a project team lacks hands-on experience and decides to involve a third-party vendor for product development, the first document to expedite is a Request for Proposal (RFP). An RFP outlines the project requirements and asks potential vendors to submit proposals detailing how they would meet those requirements and at what cost. This allows the project manager to evaluate the capabilities and offerings of different vendors before making a decision.
References = CompTIA Project+ Certification Study Guide (PK0-005)

NEW QUESTION 96

Which of the following can a project manager infer from the following velocity chart?



- A. The project is on schedule.
- B. The project is ahead of schedule.
- C. The project is behind schedule.
- D. The project is at risk.

Answer: C

Explanation:

The velocity chart typically shows the amount of work completed over time. If the "Actual Effort" line is below the "Planned Timeline," it indicates that the project is not progressing as fast as planned, hence it is behind schedule. This is inferred by comparing the actual work completed against what was scheduled.
References = The answer is based on standard project management practices and the typical interpretation of velocity charts in project management. For detailed information, please refer to the CompTIA Project+ Study Guide and other official CompTIA resources.

NEW QUESTION 97

A PM received feedback from the project sponsor that the resources involved in the project are unsure of their daily activities. Which of the following is the MOST effective step for the PM to take to ensure clarity within the team?

- A. Create a list of tasks and share it with the team.
- B. Resend the scope of work to the team.
- C. Review the Gantt chart weekly with the team.
- D. Have the project sponsor meet with the team.

Answer: C

Explanation:

Reviewing the Gantt chart weekly with the team would be the most effective step for the project manager to take to ensure clarity within the team after receiving feedback from the project sponsor that the resources involved in the project are unsure of their daily activities. A Gantt chart is a graphical tool that shows the schedule of a project, including the start and end dates, durations, dependencies, milestones, and progress of each task or activity. Reviewing the Gantt chart weekly with the team can help to clarify their roles and responsibilities, assign tasks and deadlines, track and report their status and performance, identify and resolve any issues or risks, and keep them aligned and engaged with the project goals.VVVVVVVVVVVVVV

NEW QUESTION 99

Which of the following items must be protected as PII? (Select TWO).

- A. Job title
- B. Home address
- C. Work phone number
- D. Time zone
- E. Date of birth
- F. Blood type

Answer: BE

Explanation:

Home address and date of birth must be protected as personally identifiable information (PII). PII is any information that can be used to identify, contact, or locate an individual person, either alone or in combination with other sources. PII can include information such as name, email address, phone number, social security number, passport number, driver's license number, bank account number, credit card number, biometric data, medical records, etc. PII must be protected from unauthorized access, use, disclosure, modification, or destruction to prevent identity theft, fraud, or other malicious activities that may harm the individual's privacy or security.

NEW QUESTION 100

A company that is implementing an updated version of its main product hired a new project manager to lead the project. Prior to the start of the project, the sponsor asked the project manager to prepare a report on the defects found in the previous project to avoid a decrease in production. The report shows that the two main defects are related to cosmetic and physical damage to the product. Which of the following charts would BEST prioritize which defects to address?

- A. Pareto
- B. Run
- C. Control
- D. Histogram

Answer: A

Explanation:

The project manager should use a Pareto chart to prioritize which defects to address for the product. A Pareto chart is a type of bar chart that shows the frequency or impact of different causes of problems or defects. It also shows a cumulative line that represents the percentage of the total frequency or impact. A Pareto chart can help to prioritize the causes that have the most significant effect on the quality of the product and apply the 80/20 rule, which states that 80% of the problems are caused by 20% of the causes.

NEW QUESTION 103

A project manager needs to update the project sponsor and senior stakeholders about the progress of a project. Which of the following tools will the project manager MOST likely use?

- A. Dashboard
- B. Gantt chart
- C. Work breakdown structure
- D. Requirements Traceability Matrix

Answer: A

Explanation:

A dashboard is a tool that the project manager will most likely use to update the project sponsor and senior stakeholders about the progress of a project. A dashboard is a graphical tool that displays key performance indicators (KPIs), metrics, and data related to a project using charts, graphs, tables, or other visual elements. A dashboard can help to provide a quick and easy overview of the project status and performance and highlight any issues or risks that need attention.

NEW QUESTION 106

After new capabilities were deployed in a system, issues with preexisting capabilities were reported. Which of the following testing cycles should be used to prevent this issue?

- A. Performance testing
- B. User acceptance testing
- C. Stress testing
- D. Unit testing

Answer: D

Explanation:

Unit testing is a testing technique that verifies the functionality and quality of individual units or components of software, such as modules, classes, functions, etc. Unit testing can help prevent issues with preexisting capabilities by detecting and fixing errors at an early stage of development, before they affect the integration and system testing. Unit testing can also ensure that new capabilities do not break or interfere with the existing ones, by checking the compatibility and dependencies of the units. Unit testing can be performed by developers using tools and frameworks that automate the process and generate reports. References = CompTIA Project+ PK0-005 Certification Study Guide, Chapter 10: Project Quality Management; CompTIA Project+ Certification Exam Objectives, Domain 3: Project Execution, Objective 3.2: Execute quality management activities.

NEW QUESTION 108

During the testing phase of a project, the regression test fails due to a specific item that is disrupting the entire system. Which of the following documents should the project manager use to identify who requested this item?

- A. Issue log
- B. Risk register
- C. Defect log
- D. Traceability matrix

Answer: D

Explanation:

A traceability matrix is a document that maps the requirements of a project to the deliverables, test cases, and changes that are produced to meet those requirements. It helps the project manager to track the origin, status, and impact of each requirement throughout the project life cycle. A traceability matrix can also identify who requested or approved each requirement. Therefore, the project manager can use the traceability matrix to identify who requested the specific item that caused the regression test to fail.

NEW QUESTION 112

A project team is working on a document to precisely describe the success criteria that should be fulfilled by a product. Which of the following documents is the team preparing?

- A. Project scope
- B. Quality plan
- C. Contract obligations
- D. Work breakdown structure

Answer: A

Explanation:

The project scope is the document that defines and describes the project objectives, deliverables, requirements, boundaries, assumptions, and constraints. It also includes the success criteria that should be fulfilled by the product or service to meet the stakeholder expectations and the business case. The success criteria are the measurable standards that indicate whether the project has achieved its intended results. The other options are not correct because:

? A quality plan is the document that defines and describes the quality standards, policies, procedures, tools, and techniques that will be applied to the project to ensure that the deliverables meet the requirements and the success criteria.

? Contract obligations are the terms and conditions that bind the parties involved in a contractual agreement, such as the project manager, the customer, the sponsor, and the vendor. Contract obligations specify the roles, responsibilities, deliverables, payments, and penalties of each party.

? A work breakdown structure (WBS) is a graphical representation of the project scope that breaks down the deliverables into smaller and manageable components. A WBS shows the hierarchy and relationship of the project elements, but does not include the success criteria. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 6: Planning Projects, Part 2 (Scope, Quality, and Risk), pages 175-179; CompTIA Project+ Certification Exam Objectives, Domain 2: Project Planning, Objective 2.1: Given a scenario, create a project charter and project management plan.

NEW QUESTION 116

During a stand-up meeting, a team member asks to include a change that an important stakeholder requested in the project board. This request is denied, and the team member has to go back to what was originally planned for the sprint. Which of the following individuals should the stakeholder have asked to request the change instead of the team member?

- A. Architect
- B. Project sponsor
- C. Scrum master
- D. Product owner

Answer: D

Explanation:

The product owner is the person who is responsible for managing the product backlog, which includes adding, removing, or changing items based on stakeholder feedback and business value. The product owner is also the one who can collaborate with the development team and the scrum master to decide if a change can be accommodated in the current sprint or deferred to a future sprint. Therefore, the stakeholder should have asked the product owner to request the change instead of the team member, who is not authorized to make changes to the sprint backlog.

NEW QUESTION 121

A PM has identified all the resources involved in a project. The next step is to identify which resources are responsible for which tasks. Which of the following should be used to document this information?

- A. RFI
- B. RACI
- C. WBS
- D. SOW

Answer: B

Explanation:

The RACI (Responsible, Accountable, Consulted, Informed) matrix is used to document which resources are responsible for which tasks. The RACI matrix is a

tool that helps to clarify roles and responsibilities on a project. It assigns a level of responsibility to each resource involved in the project. References: CompTIA Project+ Study Guide Section 3.4.

The project manager should use a RACI matrix to document which resources are responsible for which tasks. A RACI matrix is a type of responsibility assignment matrix

(RAM) that plots the roles and responsibilities of resources on a project team. RACI stands for Responsible, Accountable, Consulted, and Informed. A RACI matrix can help to clarify who does what on a project, avoid confusion and duplication of work, and improve communication and collaboration among team members.

NEW QUESTION 122

A project team needs to understand what needs to be done, who needs to complete the tasks, and when the tasks need to be completed. Which of the following artifacts would be the best to capture this information?

- A. SWOT
- B. Risk register
- C. Project schedule
- D. RAC

Answer: C

Explanation:

A project schedule is an artifact that shows the sequence, duration, and dependencies of the project activities, as well as the resources assigned to each activity. A project schedule helps the project team understand what needs to be done, who needs to complete the tasks, and when the tasks need to be completed. A project schedule can also help monitor and control the project progress and performance¹.

NEW QUESTION 125

Which of the following requires the MOST availability from the business team?

- A. SDLC
- B. Scrum
- C. PRINCE2
- D. Waterfall

Answer: B

Explanation:

Scrum requires the most availability from the business team among the given options. Scrum is a popular agile framework that organizes work into short iterations called sprints, usually lasting one to four weeks. Scrum emphasizes collaboration between teams, customers, and stakeholders and encourages open communication and transparency throughout the project lifecycle. Scrum requires frequent involvement and feedback from the business team through activities such as product backlog refinement, sprint planning, sprint review, sprint retrospective, and daily scrum meetings.

NEW QUESTION 128

A project manager is receiving reports of the actual project expenditures and, based on this information, is making adjustments to the budget. In which of the following phases does this occur?

- A. Planning
- B. Closure
- C. Initiation
- D. Execution

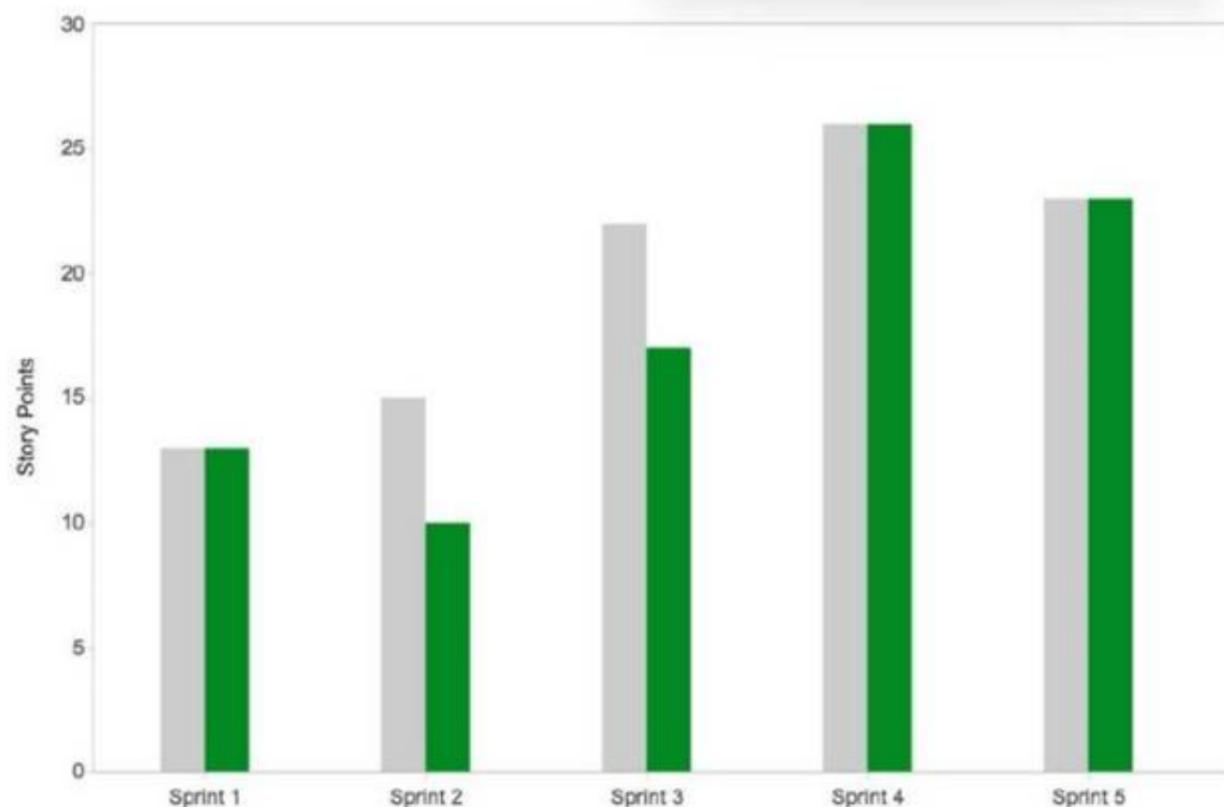
Answer: D

Explanation:

The execution phase is when the project manager and the team execute the project plan, deliver the project outputs, and monitor and control the project performance. This includes tracking and managing the project budget, scope, schedule, quality, and risks. Making adjustments to the budget based on the actual project expenditures is part of the monitoring and controlling process in the execution phase. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 10: Executing and Closing Projects, p. 263.

NEW QUESTION 129

A project manager is monitoring team performance by comparing committed versus completed work. The project manager creates the following:



Sprint	Commitment	Completed
Sprint 1	13	13
Sprint 2	15	10
Sprint 3	22	17
Sprint 4	26	26
Sprint 5	23	23

Sprint	Commitment	Completed
Sprint 1	13	13
Sprint 2	15	10
Sprint 3	22	17
Sprint 4	26	26
Sprint 5	23	23

Sprint	Commitment	Completed
Sprint 1	13	13
Sprint 2	15	10
Sprint 3	22	17
Sprint 4	26	26
Sprint 5	23	23

Sprint	Commitment	Completed
Sprint 1	13	13
Sprint 2	15	10
Sprint 3	22	17
Sprint 4	26	26
Sprint 5	23	23

Sprint	Commitment	Completed
Sprint 1	13	13
Sprint 2	15	10
Sprint 3	22	17
Sprint 4	26	26
Sprint 5	23	23

Sprint	Commitment	Completed
Sprint 1	13	13
Sprint 2	15	10
Sprint 3	22	17
Sprint 4	26	26
Sprint 5	23	23

Sprint	Commitment	Completed
Sprint 1	13	13
Sprint 2	15	10
Sprint 3	22	17
Sprint 4	26	26
Sprint 5	23	23



Which of the following most likely represents the number of items in the backlog?

- A. 23
- B. 5
- C. 10
- D. 15

Answer: A

Explanation:

The number of items in the backlog can be determined by looking at the "Commitment" column for each sprint in the provided chart. For Sprint 5, there is a commitment of completing 23 items, which is the highest among all sprints. This indicates that there are at least 23 items in the backlog to be worked on. This is consistent with the concept of agile project management, which allows for changes and additions to the project scope based on customer feedback and changing requirements. References = CompTIA Project+ PK0-005 Certification Study Guide, Chapter 14: Agile Project Management, page 321. CompTIA Project+ Cert Guide: Exam PK0-004, Chapter 9: Agile Project Management, page 287

NEW QUESTION 134

A project team participates in a brainstorming session to define the guidance, direction, and approach for monitoring established procedures for developed products. Which of the following plans is the team creating?

- A. Project transition
- B. Project management
- C. Project communications
- D. Project quality assurance

Answer: D

Explanation:

Project quality assurance is the process of ensuring that the project meets the quality standards and requirements defined by the stakeholders and the organization. It involves planning, implementing, and monitoring quality activities throughout the project life cycle. Project quality assurance is different from project quality control, which is the process of inspecting and testing the project deliverables and outputs to identify and correct defects. Project quality assurance is also different from project transition, which is the process of transferring the project deliverables and outputs to the end users or customers. Project management is the application of knowledge, skills, tools, and techniques to project activities to meet the project objectives. Project communications is the process of planning, creating, distributing, and managing information among the project stakeholders. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 8: Quality Management1; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 8: Quality Management2

NEW QUESTION 137

A project manager queries stakeholders to identify the right communication channel to be used during the project life cycle. After reviewing the responses, the project manager reports that 70% of the stakeholders prefer email communication, and the rest prefer face-to-face communication. The project manager should update the stakeholder register with:

- A. the preferred sponsor's communication channel.
- B. the preferred project manager's communication channel.
- C. the preferred reported communication channel.

D. email communication as the preferred communication channel.

Answer: C

Explanation:

This answer is based on the best practice of stakeholder management, which is to identify and document the communication preferences of each stakeholder or stakeholder group¹². The project manager should update the stakeholder register with the information gathered from the stakeholder analysis, which includes the preferred communication channel for each stakeholder³. The preferred reported communication channel reflects the majority preference of the stakeholders, as well as the minority preference of the face-to-face communicators. The project manager should use this information to plan and execute effective communication throughout the project life cycle⁴. References = CompTIA Project+ Certification Study Guide⁵, CompTIA Project+ Certification Exam Objectives⁶, Stakeholder Register in Project Management¹, What is a Stakeholder Register?², How to Develop a Stakeholder Register³

NEW QUESTION 138

A risk management team for a software project decided to outsource the development of a specific portion of a system due to a lack of internal resources. Which of the following risk responses does this demonstrate?

- A. Avoid
- B. Transfer
- C. Accept
- D. Share

Answer: B

Explanation:

Outsourcing the development of a system component due to a lack of internal resources is a risk response strategy known as 'transfer.' This approach shifts the risk to a third party who will now be responsible for managing that portion of the project. It is commonly used when an organization does not have the expertise or capacity to handle specific risks internally.

References = The answer is based on standard project management practices and the typical use of risk response strategies in the field. For detailed information, please refer to the CompTIA Project+ Study Guide and other official CompTIA resources.

NEW QUESTION 141

Which of the following is the best example of a breach of physical security?

- A. System user IDs being used by multiple individuals
- B. Printers that do not request user authentication
- C. Developers having full access to both development and production environments
- D. Project documentation that is only kept on a removable device

Answer: D

Explanation:

A breach of physical security is an unauthorized access or damage to physical assets, such as equipment, data, or personnel. Project documentation that is only kept on a removable device is the best example of a breach of physical security, because it exposes sensitive information to theft, loss, or corruption. If the removable device is not encrypted or protected, anyone who obtains it can access the project documentation and compromise the project integrity, confidentiality, or availability. Therefore, project documentation should be stored in a secure location, backed up regularly, and protected by access controls and encryption. The other options are not examples of physical security breaches, but rather logical or administrative security breaches. System user IDs being used by multiple individuals is a violation of the principle of least privilege and accountability, which could lead to unauthorized access or misuse of system resources. Printers that do not request user authentication is a lack of proper access control, which could allow unauthorized printing or retrieval of confidential documents. Developers having full access to both development and production environments is a violation of the principle of separation of duties and environments, which could introduce errors, conflicts, or malicious code into the production system. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 9: Security Management¹; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 9: Security Management²; Types of Security Breaches: Physical and Digital³

NEW QUESTION 144

A project manager has been scheduling and facilitating project meetings, scribing the minutes, distributing the minutes, and sending agendas prior to upcoming meetings. However, the project manager is frustrated because action items are not being completed. Which of the following should the project manager do to alleviate these concerns?

- A. Use a software tool during the meeting that can create a transcript of what is discussed.
- B. Have a standing agenda that is vague enough so that it can be used again.
- C. Delegate the roles and responsibilities to improve meeting management.
- D. Reprimand project team members for not completing assigned action items.

Answer: C

Explanation:

According to 6 Techniques for Running Project Management Meetings, one of the best practices for effective project meetings is to assign meeting roles to stay focused. By delegating the roles and responsibilities of facilitator, timekeeper, scribe, and presenter, the project manager can ensure that the meeting agenda is followed, the action items are recorded, and the outcomes are communicated. This can also increase the engagement and accountability of the project team members, and reduce the frustration of the project manager.

NEW QUESTION 145

During a quality analysis review, the causes of several issues have been highlighted. Which of the following should the project manager use to identify the MOST important causes?

- A. Ishikawa diagram
- B. Scatter diagram
- C. Pareto chart
- D. Decision tree

Answer: C

Explanation:

The Pareto chart should be used to identify the most important causes of issues during a quality analysis review. The Pareto chart is a graphical representation of the frequency and impact of different causes, helping to identify the most common and impactful causes. References: CompTIA Project+ Study Guide Section 3.3.3

NEW QUESTION 148

In order to complete a major project deliverable, very specialized resources are required for some tasks. The PM failed to take into consideration during planning that the required resources would be available for fewer hours than required. Which of the following should the PM do first to make schedule changes?

- A. Add a new risk.
- B. Perform an impact analysis.
- C. Escalate to the sponsor.
- D. Raise a change request.

Answer: B

Explanation:

According to A Guide To Schedule Updating in Project Management, one of the best practices for effective schedule updating is to perform an impact analysis before making any changes to the schedule. An impact analysis helps the project manager to assess the effects of the change on the project scope, cost, quality, risk, and stakeholder expectations. It also helps to identify the best options for resolving the issue and minimizing the negative impacts. By performing an impact analysis first, the project manager can make informed decisions and communicate them clearly to the project team and stakeholders.

NEW QUESTION 153

A project is running over budget, and due to new legislation in the country, the company needs to release all its contractors on the project or hire them as full-time employees. Which of the following should the PM do next to comply with the new legislation?

- A. Use only full-time employees even if the project is delayed.
- B. Hire all team members to avoid any delay in the project.
- C. Close the contract and pay the contractors cash for the remainder of the project.
- D. Look for an overseas vendor to finalize the project work.

Answer: A

Explanation:

In response to new legislation requiring the release of contractors or their conversion to full-time employees, the project manager should prioritize compliance with the law. This may involve using only full-time employees, even if it results in project delays. The focus should be on legal compliance and the ethical treatment of workers, rather than solely on project timelines.

References = The answer is based on standard project management practices and the typical response to changes in legislation affecting project staffing. For detailed information, please refer to the CompTIA Project+ Study Guide and other official CompTIA resources.

NEW QUESTION 158

A PM is working with stakeholders in the discovery phase and comparing the cost of the project to the cost savings the project will produce when it is complete. The output of this exercise will produce the:

- A. ROI.
- B. SOW.
- C. RFI.
- D. RPR

Answer: A

Explanation:

The output of this exercise where the project manager is comparing the cost of the project to the cost savings the project will produce when it is complete will produce the return on investment (ROI). ROI is a financial metric that measures the profitability or efficiency of an investment by comparing its benefits or returns to its costs. ROI can help to evaluate the value or worth of a project and support decision making and prioritization. ROI is calculated by dividing the net benefits (benefits minus costs) by the total costs and multiplying by 100 to get a percentage.

NEW QUESTION 162

During a kickoff call, a project was rejected by the legal department due to the risk of violating new legislation. Which of the following was applied?

- A. Awareness of the local environment
- B. Awareness of the brand value
- C. Awareness of the resource constraints
- D. Awareness of the company's mission

Answer: A

Explanation:

Awareness of the local environment refers to the understanding of the external factors that may affect the project, such as legal, regulatory, social, cultural, economic, and environmental aspects¹. In this case, the legal department applied this awareness to identify the potential risk of violating new legislation and rejected the project accordingly. This shows that the legal department was concerned about the compliance and reputation of the organization and the project in the local context. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 1: Project Management Concepts, page 17; Incorporating environmentalism into project management, Abstract and Definition of Terms sections.

NEW QUESTION 163

Two project team members are assigned to set up new work areas and are disagreeing about the placement of hardware and peripherals at the end users' desks. The requirements do not specify where to place the items, just what is needed in each space. Which of the following should the project manager do to resolve the conflict?

- A. Send out a survey to the potential end users to gather information about the best functional setup for work productivity.
- B. Provide clear instructions based on personal preference and aesthetics for setup of the work areas.
- C. Explain to team members that the placement of the items is not too important, as long as everything is connected and working.
- D. Facilitate a meeting between team members to review the pros and cons of the different configurations so as to encourage an amicable solution.

Answer: D

Explanation:

This answer is based on the best practice of conflict resolution in project management, which is to use a collaborative or problem-solving approach that seeks a win-win outcome for all parties involved¹². By facilitating a meeting, the project manager can help the team members communicate effectively, understand each other's perspectives, and find a mutually acceptable solution that meets the project requirements. This way, the project manager can also maintain team morale and cohesion, and avoid imposing a decision that may cause resentment or dissatisfaction among the team members³. References = CompTIA Project+ Certification Study Guide⁴, CompTIA Project+ Certification Exam Objectives⁵, How Do You Handle Conflict in Project Management?¹, 7 Strategies for Conflict Resolution in Project Management², The Conflict Resolution Skills Every Project Manager Needs³

NEW QUESTION 165

Two team members have a minor disagreement on how a task should be performed. The project manager plans to meet with the team members to discuss the matter. Which of the following techniques should the project manager use to emphasize the areas of agreement and downplay the opposing views?

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

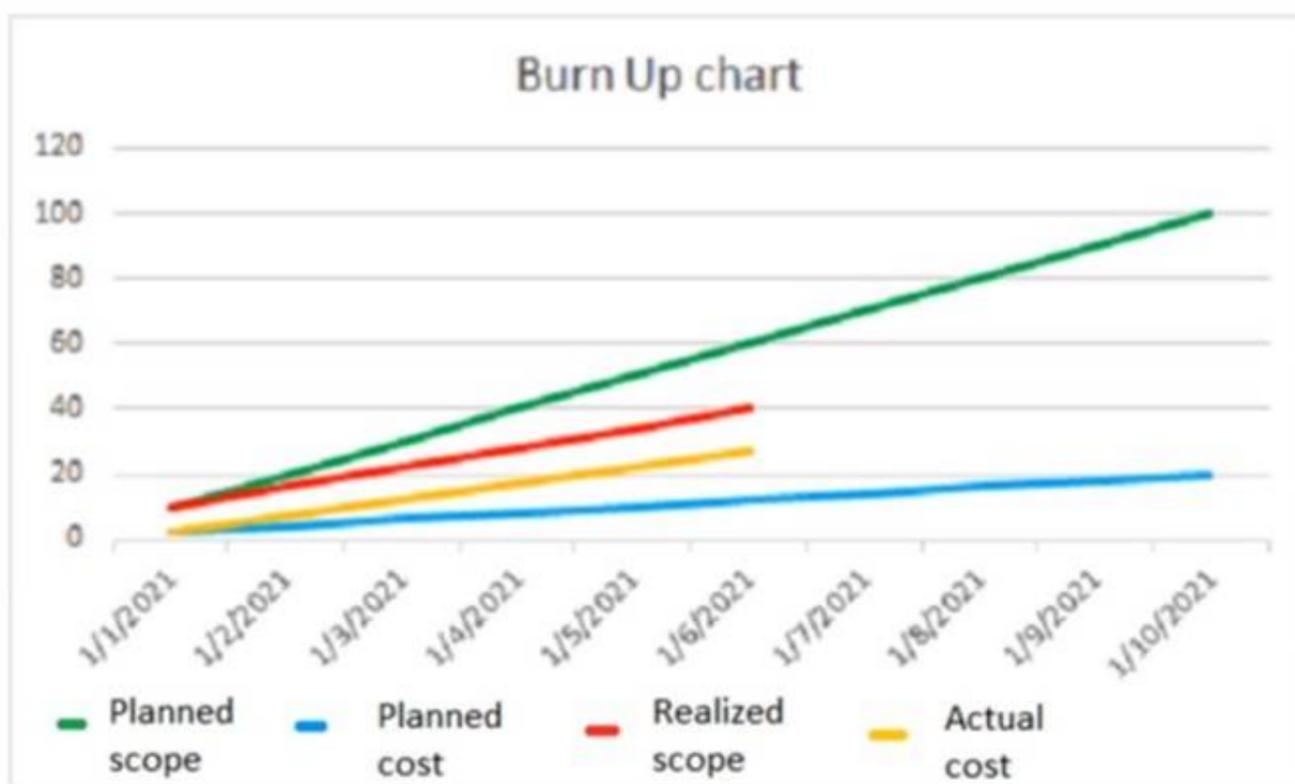
Answer: C

Explanation:

Smoothing is a conflict resolution technique that involves emphasizing the areas of agreement and minimizing the areas of difference. It is useful when the conflict is minor and the relationship between the parties is more important than the issue. Smoothing can help maintain harmony and avoid further escalation of the conflict¹.

NEW QUESTION 167

A project sponsor asked the PM to provide a summary of the current financial status. The PM uses the following burn up chart for the analysis:



Based on the chart, which of the following is the current status of the project?

- A. Behind schedule and over budget
- B. Behind schedule and under budget
- C. Ahead of schedule and over budget
- D. Ahead of schedule and under budget

Answer: A

Explanation:

The project manager can use the burn up chart to analyze the current status of the project based on its scope (value delivered), budget (cost), and schedule (time). A burn up chart is a graphical tool that shows how much work has been completed (burned up) versus how much work remains (scope) over time. It also shows how much budget has been spent (burned up) versus how much budget remains (budget) over time. A burn up chart can help to monitor and control the project progress and performance and identify any variances or deviations from the plan. The chart given shows that both scope and budget lines are above their respective target lines at any given time point. This means that less work has been completed than planned (scope variance) and more money has been spent than planned (budget variance) at any given time point. Therefore, the project is behind schedule and over budget.

NEW QUESTION 171

A hurricane delays the shipment of critical equipment for a project. Which of the following is BEST to use to document the effects of this delay?

- A. Issue log
- B. Gantt chart
- C. Milestone chart
- D. Change control log

Answer: D

Explanation:

The project manager should use a change control log to document the effects of the hurricane delay on the project. A change control log is a tool that records and tracks any changes that occur during the project lifecycle. It usually includes information such as change ID, description, impact, status, approval, and resolution. A change control log can help to monitor and manage the changes that affect the project scope, schedule, cost, quality, or resources and ensure that they are aligned with the project objectives and stakeholder expectations.

NEW QUESTION 175

During an agile project, a team member checked the project artifacts in order to anticipate when all the work should have been completed. Which of the following charts was the team member most likely consulting?

- A. Pareto chart
- B. Milestone chart
- C. Burndown chart
- D. Gantt chart

Answer: C

Explanation:

A burndown chart is a visual representation of the remaining work versus the time required to complete it¹. It is commonly used by agile teams to track the progress of each iteration or sprint and to forecast the project completion date². A burndown chart shows the ideal work remaining line and the actual work remaining line, which can help the team identify any deviations or impediments and adjust accordingly¹. A burndown chart is different from a Pareto chart, which shows the frequency of different causes of problems; a milestone chart, which shows the key events and deliverables of a project; and a Gantt chart, which shows the dependencies and durations of tasks in a project³. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 6: Planning Projects Part 2, page 173; Burndown Chart: What Is It & How to Use One for Agile - ProjectManager, Introduction and Components of a Burndown Chart sections; Burndown Chart: What it is, How to Use it, Example [2023] • Asana, Introduction and What is a burndown chart? sections.

NEW QUESTION 176

During a brainstorming meeting, a project manager identifies multiple techniques that will help the project team ensure confidence and alignment with the project scope and goals. Which of the following plans is the project manager creating?

- A. Procurement
- B. Communication
- C. Quality assurance
- D. Risk

Answer: C

Explanation:

The project manager is creating a quality assurance plan when identifying multiple techniques that will help the project team ensure confidence and alignment with the project scope and goals during a brainstorming meeting. A quality assurance plan is a plan that defines and documents the standards, criteria, methods, activities, and tools for ensuring and verifying that the quality requirements and expectations of a project are met. A quality assurance plan can help to improve the quality of the project processes and deliverables and prevent or reduce defects or errors.

NEW QUESTION 180

An software engineer is applying new updates to a program in a sandbox environment. Which of the following risk strategies best describes this practice?

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

Answer: B

Explanation:

Mitigate is a risk strategy that involves taking actions to reduce the probability or impact of a risk. By applying new updates to a program in a sandbox environment, the software engineer is testing the changes before implementing them in the actual system, thus minimizing the chance of errors or failures that could affect the project¹.

NEW QUESTION 184

In a functional organization, a project has been completed successfully. Which of the following actions would the project manager MOST likely perform?

- A. Assemble a new project with existing resources.
- B. Obtain the final report from release management.
- C. Notify the functional manager that resources are released.
- D. Allocate resources in a different project

Answer: C

Explanation:

The project manager should notify the functional manager that resources are released after completing a project successfully in a functional organization. A functional organization is a type of organizational structure where employees are grouped by their functions or specialties, such as finance, marketing, or engineering. In a functional organization, the functional manager has more authority and control over the resources than the project manager. Therefore, the project manager should inform the functional manager when the resources are no longer needed for the project and can be reassigned to other tasks or projects.

NEW QUESTION 185

A PM is meeting with the project team to identify the baseline go-live date, the operational training, and the handoff procedures. Which of the following phases is the project team performing?

- A. Initiation
- B. Closing
- C. Execution
- D. Planning

Answer: B

Explanation:

The closing phase is when the project manager and the team finalize the project, deliver the outcomes to the customer, obtain formal acceptance, conduct lessons learned, and hand over the project to the operations team. Identifying the baseline go-live date, the operational training, and the handoff procedures are part of the closing activities that ensure a smooth transition and closure of the project. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 14: Closing Projects, p. 333-334.

NEW QUESTION 189

Which of the following BEST identifies the intent and purpose of a project closeout report?

- A. To provide documentation of lessons learned
- B. To document variances from the initial project baseline
- C. To validate that a project has been successfully completed
- D. To release resources and terminate all access rights

Answer: C

Explanation:

To validate that a project has been successfully completed. The intent and purpose of a project closeout report is to validate that a project has been successfully completed and to summarize the goals, objectives, and outcomes of the project, as well as the lessons learned and the feedback from stakeholders. A project closeout report is a document that is submitted at the end of a project to officially conclude it and release the resources and contracts involved. It is useful for evaluating the project's success and improving the performance of future projects¹²

NEW QUESTION 193

An organization was fined due to an audit finding that revealed a third-party vendor was able to see secured project information in a recently implemented system. Which of the following was the cause of this situation?

- A. The ticket system provided access by default without any approval.
- B. The project manager did not perform proper project planning.
- C. The system is lacking proper access controls.
- D. Sensitive data was incorrectly classified during the audit process.

Answer: C

Explanation:

The system is lacking proper access controls if a third-party vendor was able to see secured project information in a recently implemented system that resulted in a fine for the organization. Access controls are security mechanisms that regulate who or what can view, use, or modify data or resources in a system or network. Access controls typically involve authentication and authorization processes that verify the identity and permissions of users or devices before granting them access. Access controls can help to protect data confidentiality, integrity, and availability and prevent unauthorized access, misuse, or theft¹²

NEW QUESTION 197

A new junior PM who has ownership of a project does not understand how to manage conflicts involving multiple personalities. Which of the following is the best order of the stages the PM should follow to nurture the team to high performance?

- A. Forming, storming, performing, norming, adjourning
- B. Forming, performing, storming, norming, adjourning
- C. Forming, norming, storming, performing, adjourning
- D. Forming, storming, norming, performing, adjourning

Answer: D

Explanation:

This is the correct order of the stages of team development according to Tuckman's model¹²³. The forming stage is where team members first meet and get acquainted. The storming stage is where team members experience conflicts and disagreements. The norming stage is where team members resolve their differences and establish norms and rules. The performing stage is where team members work together effectively and efficiently. The adjourning stage is where team members complete the project and celebrate their achievements. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 6: Project Team Management, p. 197; The 5 Stages of Team Development (Including Examples) | Upwork; The 5 Stages of Team Development - Teamwork; Using the Stages of Team Development | MIT Human Resources

NEW QUESTION 198

While in the closing phase of a project, the project manager gathers feedback from stakeholders. Which of the following best describes a benefit of this feedback?

- A. It highlights the performance issues of the project manager and team members.
- B. It lets the project manager know which stakeholders are allies for future projects.
- C. It helps the project manager create a more structured lessons-learned session.
- D. It identifies the stakeholders' real opinions about the project.

Answer: C

Explanation:

Gathering feedback from stakeholders in the closing phase of a project is a valuable activity that can help the project manager create a more structured lessons-learned session. A lessons-learned session is a meeting where the project team and stakeholders review the project outcomes, successes, failures, and best practices, and document the lessons learned for future reference and improvement. Feedback from stakeholders can provide useful insights, perspectives, and suggestions on how the project was managed, what went well, what went wrong, and what can be done better next time. Feedback from stakeholders can also help the project manager identify the gaps, issues, and risks that occurred during the project, and how they were resolved or mitigated. By collecting and analyzing feedback from stakeholders, the project manager can create a more comprehensive and structured lessons-learned report that can benefit the organization and the project management profession¹².

The other options are not the best descriptions of the benefit of feedback from stakeholders. While feedback from stakeholders may highlight the performance issues of the project manager and team members (option A), or identify the stakeholders' real opinions about the project (option D), these are not the primary purposes or benefits of feedback. Feedback from stakeholders is not meant to evaluate or judge the project manager or team members, but to learn from the project experience and improve the project management processes and practices. Similarly, feedback from stakeholders is not meant to reveal their personal feelings or preferences about the project, but to assess the project results and deliverables against the project objectives and requirements. Feedback from stakeholders may also let the project manager know which stakeholders are allies for future projects (option B), but this is not a direct or significant benefit of feedback. Feedback from stakeholders is not intended to build or maintain relationships with stakeholders, but to solicit their input and feedback on the project performance and outcomes. While having allies among stakeholders may be helpful for future projects, this is not the main goal or benefit of feedback from stakeholders¹.

NEW QUESTION 200

A critical business initiative introduced new processes and technology to the organization. Which of the following approaches should be used to ensure the deliverables are increasingly adopted and leveraged by the organization over time?

- A. Creation of a social news forum
- B. Management directives to use the new system
- C. New user kickoff meeting
- D. Monthly feedback and training sessions

Answer: D

Explanation:

Monthly feedback and training sessions are the best approach to ensure that the deliverables of a critical business initiative are increasingly adopted and leveraged by the organization over time. Feedback and training sessions are communication and learning activities that provide information and guidance on how to use and benefit from the new processes and technology introduced by the initiative. Feedback and training sessions can help to increase awareness, understanding, acceptance, and adoption of the deliverables among the organization's employees and stakeholders. They can also help to identify and address any issues or challenges that may arise during the implementation and transition phases.

NEW QUESTION 205

A project manager sent equipment to a global project team for testing purposes. Only 70% of the project team received the equipment for testing. Which of the following considerations is impacting the rest of the team?

- A. Quality assurance
- B. Organizational branding restrictions
- C. State privacy acts
- D. Country legal regulations

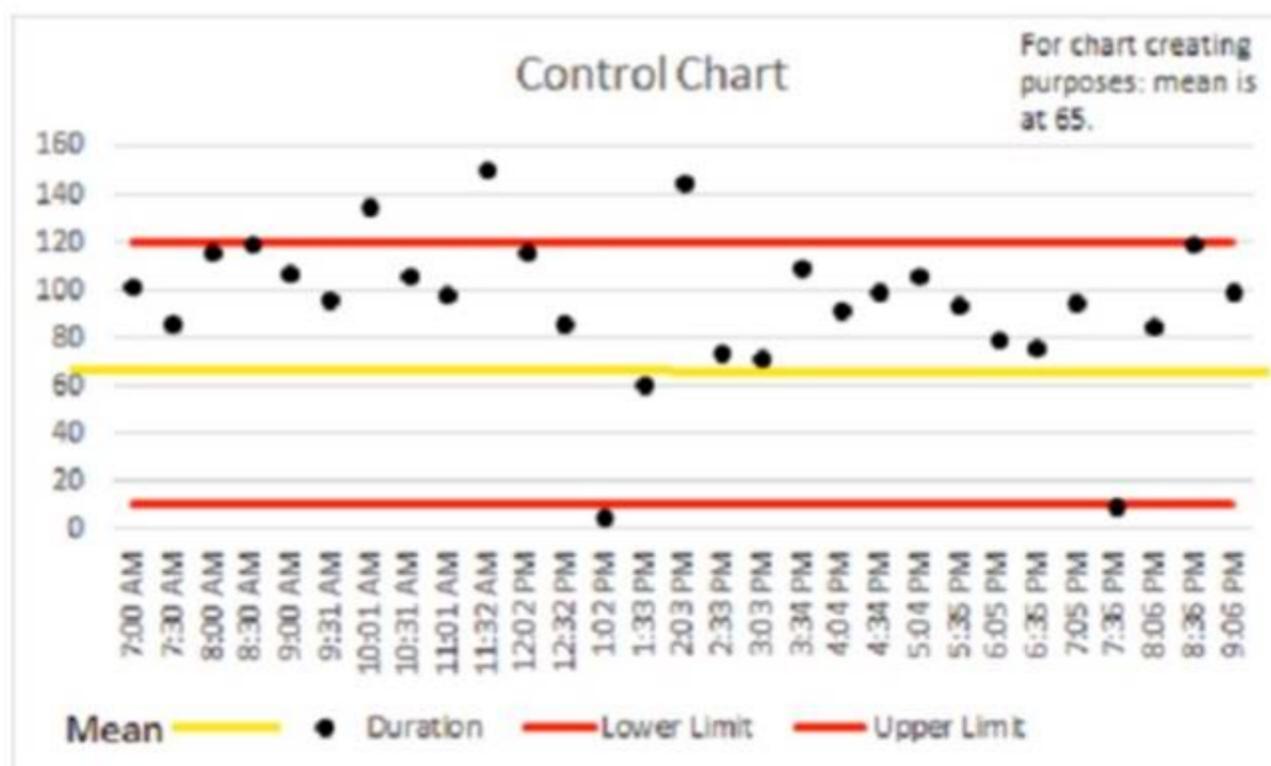
Answer: D

Explanation:

Country legal regulations. Country legal regulations are impacting the rest of the team that did not receive the equipment for testing. Country legal regulations are rules and laws that govern how businesses operate in different countries. They may include aspects such as customs, tariffs, taxes, import and export restrictions, data protection, intellectual property rights, and environmental standards. Country legal regulations can affect the delivery and use of equipment for a global project team and may require compliance with different procedures and documentation³.

NEW QUESTION 206

A project team evaluated the performance of a new reporting system and the quantity of queries to be processed during predetermined time stamps.



Which of the following is the current status of the process?

- A. Based on the rule of seven, the process is under control
- B. The amount of data is insufficient to determine if quality is low.
- C. The process is out of control and should be revised.
- D. The goal should be adjusted since most of the data points are close to the lower limit.

Answer: C

Explanation:

The process is out of control and should be revised. The project manager can use the rule of seven to determine the status of the process based on the control chart.

The rule of seven states that if seven or more consecutive measurements fall on one side of the mean that there's an assignable cause that needs investigation. In this case, the last seven data points are all below the mean, which indicates that the process is out of control and in need of adjustment¹²

NEW QUESTION 209

Two developers are discussing the design solution for a particular feature. The meeting is taking longer than expected, and the parties have been unable to reach an agreement. The project manager decides to take a break and continue the meeting on another day. Which of the following techniques is the project manager using?

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

Answer: A

Explanation:

Avoiding is a conflict resolution technique that involves postponing or withdrawing from a conflict situation. The project manager is using this technique by taking a break and continuing the meeting on another day, hoping that the conflict will resolve itself or become less important over time. This technique may be appropriate when the conflict is trivial, the potential damage is greater than the benefits, or more information is needed before making a decision. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 10: Executing and Closing Projects, page 287; [CompTIA Project+ Certification Exam Objectives], Domain 3: Project Execution, Objective 3.2: Given a scenario, apply appropriate conflict resolution techniques.

NEW QUESTION 211

A project manager has decided to outsource portions of a project and will conduct a separate procurement. In which of the following phases does this task occur?

- A. Planning
- B. Initiating
- C. Controlling
- D. Executing

Answer: A

Explanation:

This answer is based on the understanding that outsourcing is a form of procurement, which is one of the knowledge areas in project management. Procurement involves acquiring goods and services from external sources to support the project objectives. According to the CompTIA Project+ Study Guide¹, procurement activities occur mainly in the planning phase of the project, where the project manager identifies the project needs, defines the scope of work, evaluates the potential vendors, and prepares the procurement documents. The other options are not correct because:

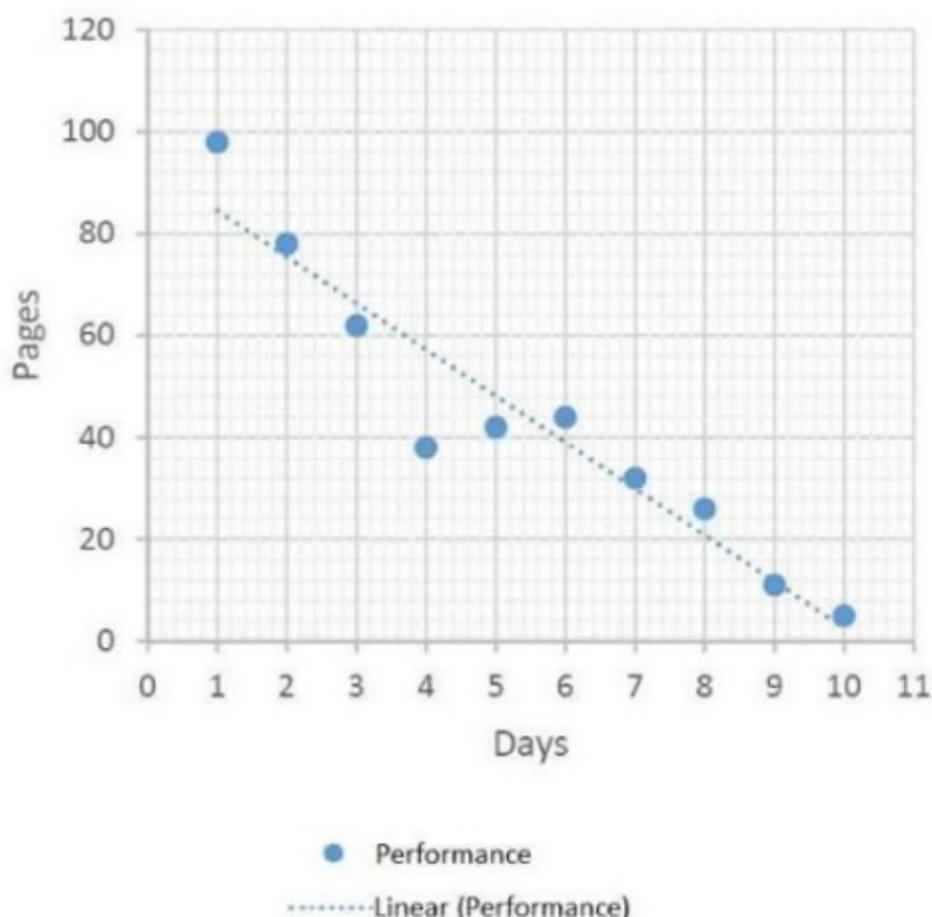
? Initiating is the phase where the project manager defines the project purpose, objectives, and deliverables, and obtains the project charter and stakeholder approval. Initiating does not involve procurement activities, although it may involve some preliminary research on the feasibility and availability of external resources.

? Controlling is the phase where the project manager monitors and measures the project performance, compares it with the baseline, and implements corrective actions if needed. Controlling does involve some procurement activities, such as reviewing the vendor deliverables, managing the changes, and resolving the issues, but these are not the main tasks of procurement.

? Executing is the phase where the project manager leads and directs the project team and other resources to complete the project work according to the plan. Executing does involve some procurement activities, such as selecting the vendor, signing the contract, and managing the relationship, but these are not the main tasks of procurement. References = CompTIA Project+ Study Guide: Exam PK0- 005, 3rd Edition, Chapter 8: Planning Projects, Part 4 (Procurement and Communication), pages 243-260; CompTIA Project+ Certification Exam Objectives, Domain 2: Project Planning, Objective 2.5: Given a scenario, plan procurement for a project.

NEW QUESTION 215

A project team member wrote a user guide over the past ten days. Given the following scatter diagram.



Which of the following can be formally conducted?

- A. The team member prioritized other tasks over the completion of this task
- B. The team member had performance issues over time.
- C. There is a negative correlation with time and output
- D. This is a display of units of outstanding work to predict completion

Answer: C

Explanation:

The scatter diagram shows a clear negative correlation between time (days) and output (pages), meaning as time progresses, the number of pages completed decreases. This is evident from the downward trend of the plotted points on the graph. References = CompTIA Project+ Certification Study Guide, Chapter 3: Project Execution, page 130; CompTIA Project+ Certification Exam Objectives, Domain 3.0: Project Execution, Objective 3.3: Analyze project performance by using appropriate tools and techniques, Sub-objective 3.3.2: Given a scenario, interpret the results of data analysis using appropriate tools and techniques, Knowledge of: Scatter diagrams.

NEW QUESTION 216

Government projects require that personnel submit to background screenings for certain clearance requirements. Which of the following best describes this process?

- A. Data security
- B. Operational security
- C. Physical security
- D. Digital security

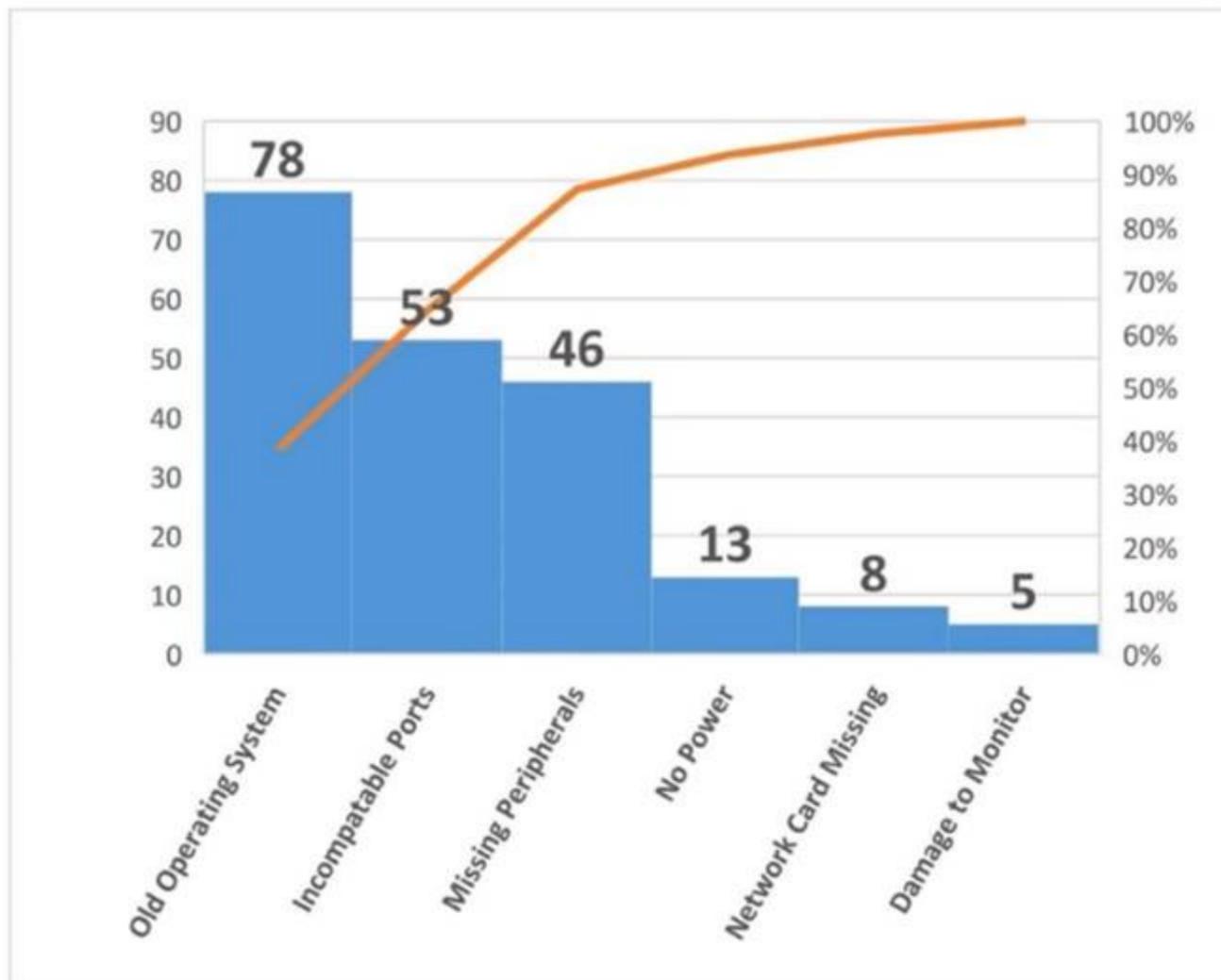
Answer: B

Explanation:

Operational security is the process of identifying, protecting, and controlling sensitive information and activities from unauthorized access or disclosure. Operational security includes background screenings for personnel who need to access classified or restricted information or resources, as well as implementing policies and procedures to prevent leaks, breaches, or espionage. Operational security is essential for government projects that involve national security, defense, intelligence, or law enforcement. Operational security is different from data security, which is the process of safeguarding data from unauthorized access, use, modification, or destruction. Data security includes encryption, authentication, authorization, backup, and recovery of data. Operational security is also different from physical security, which is the process of securing physical assets, such as equipment, data, or personnel, from unauthorized access or damage. Physical security includes locks, alarms, cameras, guards, and fences. Operational security is also different from digital security, which is the process of protecting digital devices, networks, and systems from cyberattacks, malware, or hacking. Digital security includes firewalls, antivirus, VPN, and passwords. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 9: Security Management1; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 9: Security Management2; What is Operational Security (OPSEC)?3

NEW QUESTION 221

A project team was instructed to refurbish old desktops. The following provides the details of the issues observed:



Which of the following issues should be addressed FIRST?

- A. Replace missing peripherals because this process can be easy and less costly.
- B. An old operating system issue has the most amount of occurrences.
- C. Damage to the monitor has the highest percentage.
- D. Address each issue as discovered to avoid rework.

Answer: C

Explanation:

The project manager should address the issue of damage to the monitor first because it has the highest percentage (40%) among the issues observed. This means that it is the most frequent and severe issue that affects the quality and functionality of the refurbished desktops. Addressing this issue first can help to improve customer satisfaction, reduce rework, and avoid waste.

NEW QUESTION 223

A third party needs to perform a short-term task for which the duration cannot be accurately estimated and the cost cannot be calculated in advance. Which of the following should the project manager put in place before work begins?

- A. Time and materials contract
- B. Master service agreement
- C. Fixed-price contract
- D. Statement of work
- E. Cost-plus agreement

Answer: A

Explanation:

The project manager should put in place a time and materials contract before work begins for a third party that needs to perform a short-term task for which the duration cannot be accurately estimated and the cost cannot be calculated in advance. A time and materials contract is a type of contract where the buyer pays the seller based on the actual time spent and materials used during the project. A time and materials contract is suitable for projects that have uncertain or variable scope, duration, or cost. A time and materials contract can provide flexibility and adaptability for both parties and allow them to adjust to changing requirements or circumstances.

NEW QUESTION 226

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