CompTIA

Exam Questions PK0-005

CompTIA Project+ Certification Exam

NEW QUESTION 1
Which of the following describes three-tier architecture?

A. Conceptual, design, and implementation stages
B. Presentation, application, and data processing
C. Network, software, and security
D. Development, testing, and production environment

Answer: B

Explanation:
Presentation, application, and data processing. Presentation, application, and data processing are the three logical and physical computing tiers that make up a three-tier architecture. A three-tier architecture is a type of software architecture that separates an application into three layers or tiers that run on different servers or machines. Each tier performs a specific function or role and communicates with other tiers through well-defined interfaces. The presentation tier is the user interface and communication layer of the application, where the end user interacts with the application. The application tier is the logic or middle tier of the application, where data is processed using business
rules. The data processing tier is the data or back-end tier of the application, where data is stored and managed12

NEW QUESTION 2
Which of the following aspects are true of agile as compared to waterfall? (Select two).

A. Agile works through larger integrated teams.
B. Agile promotes project manager ownership over deliverables.
C. Agile reinforces the importance of comprehensive documentation.
D. Agile has more customer involvement throughout development.
E. Agile is more flexible to allow for changes in scope.
F. Agile is comprised of well-defined phases.

Answer: DE

Explanation:
Agile is a project management methodology that emphasizes customer collaboration, feedback, and adaptation throughout the project life cycle. Agile teams work in short iterations, called sprints, and deliver working increments of the product or service to the customer for review and approval. Agile teams can also respond to changing requirements and priorities by adjusting the scope, schedule, or quality of the project12. Waterfall, on the other hand, is a project management methodology that follows a linear and sequential process, where each phase of the project must be completed before moving on to the next one. Waterfall teams work with a fixed scope, schedule, and quality, and deliver the final product or service to the customer at the end of the project. Waterfall teams have less customer involvement and flexibility during the project development34.

NEW QUESTION 3
Several months after a project has ended, a project team member is still charging time to the project and is unable to charge time to new projects. Which of the following did the project manager neglect to do?

A. Remove the team member's access.
B. Release the project resources.
C. Collect the stakeholders' feedback.
D. Have the closeout report approved.

Answer: B

Explanation:
Releasing the project resources is the process of formally ending the involvement of the project team members and other resources in the project. It also involves updating the resource availability and performance records, and providing feedback and recognition to the resources. Releasing the project resources is an important part of the project closure phase, and it helps to avoid unnecessary costs and conflicts. If the project manager neglects to release the project resources, the team members may still charge time to the project and be unable to work on new projects12.

NEW QUESTION 4
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 5
A team is analyzing the backlog in order to decide what to include in the next sprint. Which of the following aspects is the most important for the team to take into

consideration?

A. Time to be fixed
B. Impact to project
C. Issue category
D. Resource availability

Answer: B

Explanation:
When analyzing the backlog to decide what to include in the next sprint, the most important aspect to consider is the impact to the project. This involves assessing which items will provide the most value and contribute significantly towards achieving the project goals. It's crucial to prioritize work that has the highest impact on the project's success.
References = The answer is based on standard agile project management practices, particularly in the context of sprint planning where prioritization is key. For detailed information, please refer to the CompTIA Project+ Study Guide and other official CompTIA resources

NEW QUESTION 6
Which of the following is a quality assurance tool?

A. Defining project goals
B. Identifying the root cause analysis
C. Assessing employee efficiency
D. Assessing skill gaps

Answer: B

Explanation:
Identifying the root cause analysis. Identifying the root cause analysis is a quality assurance tool that can help to find and eliminate the underlying causes of quality problems or defects. Root cause analysis is a systematic process of asking why a problem occurred and tracing it back to its source. Root cause analysis can help to prevent recurrence of the same or similar problems, improve quality performance, and reduce costs and risks12

NEW QUESTION 7
Which of the following should occur when implementing an IT infrastructure change that takes risks into consideration?

A. Approving the change request
B. Developing a rollback plan
C. Gathering necessary resources
D. Defining requirements

Answer: B

Explanation:
When implementing an IT infrastructure change that takes risks into consideration, the project manager should develop a rollback plan. A rollback plan is a contingency plan that outlines the steps that need to be taken in case the change does not work as expected. It includes a plan to roll back the changes and restore the system to its previous state. References: CompTIA Project+ Study Guide Section 3.3.
The project manager should develop a rollback plan when implementing an IT infrastructure change that takes risks into consideration. A rollback plan is a contingency plan that describes how to revert back to the previous state of the system in case of a failure or disruption during the change implementation. A rollback plan can help to minimize the impact of the change on the system performance and availability and ensure business continuity and data integrity.

NEW QUESTION 8
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 9
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 10
Although a project was successfully released into production a month ago, a project manager continues to receive project-related work. Which of the following is the reason for this issue?

A. The project manager did not release the resources.
B. The project is in the verification testing phase.
C. The project manager did not complete the project closure phase.
D. The project manager did not remove access.

Answer: C

Explanation:
If a project manager continues to receive project-related work after the project has been released into production, it suggests that the project closure phase was not completed properly. The project closure phase involves several activities, including ensuring that all project deliverables are accepted, documenting the lessons learned, releasing project resources, and formally closing the project. If these activities are not completed, the project can remain 'open' in a sense, leading to continued work and inquiries.
References = The answer is based on standard project management practices and the importance of the project closure phase as described in project management literature. For detailed information, please refer to the CompTIA Project+ Study Guide and other official CompTIA resources. Specific references to the closure phase can be found in the CompTIA Project+ PK0-005 Cert Guide1 and the CompTIA Project+ Certification Exam Objectives2.

NEW QUESTION 10
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 15
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 17
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 20
As part of the planning phase, a PM has defined tasks, durations, resources, and costs. Which of the following is the NEXT step in the process?

A. Update the work breakdown structure.
B. Review the backlog.
C. Seek baseline approval.
D. Establish the resource pool.

Answer: C

Explanation:
The next step in the process after defining tasks, durations, resources, and costs is to seek baseline approval. A baseline is an approved version of a project plan that serves as a reference point for measuring progress and performance throughout the project lifecycle. A baseline typically includes scope, schedule, cost, quality, and risk parameters. Seeking baseline approval involves presenting the project plan to key stakeholders and obtaining their formal agreement on the project objectives and deliverables. Baseline approval can help to establish clear expectations, avoid scope creep, and facilitate change control during project execution.
The NEXT step after defining tasks, durations, resources, and costs during the planning phase is to seek baseline approval. Baseline approval involves finalizing the project plan and gaining approval from stakeholders, establishing the plan as the baseline for the project's performance. References: CompTIA Project+ Study Guide Section 3.4.1

NEW QUESTION 22
After determining the appropriate maintenance window, which of the following should occur NEXT in the operational infrastructure change process?

A. Implement the change.
B. Approve the test plan.
C. Notify customers.
D. Develop a rollback plan.

Answer: D

Explanation:
The project manager should develop a rollback plan next after determining the appropriate maintenance window in the operational infrastructure change process. A rollback plan is a contingency plan that describes how to revert to the previous state of the system or infrastructure in case of a failure or disruption during the change implementation. A rollback plan can help to minimize the impact and risk of the change and ensure business continuity and stability.

NEW QUESTION 24
While working with a contractor, the project manager identified a communication conflict. The contractor did not agree that there was an issue. Which of the following should the project manager and contractor review?

A. Scope of work
B. Request for proposal
C. Vendor rules of engagement
D. Project schedule

Answer: C

Explanation:
The project manager and contractor should review the vendor rules of engagement, which are the guidelines and expectations for the communication and interaction between the project team and the contractor. The vendor rules of engagement can help to prevent or resolve communication conflicts by clarifying the roles and responsibilities, the frequency and mode of communication, the escalation process, the feedback mechanism, and the performance evaluation criteria of the contractor. The vendor rules of engagement are usually part of the contract or the procurement management plan.
The vendor rules of engagement are different from the scope of work, which is the document that describes the work to be performed, the deliverables to be provided, and the acceptance criteria to be met by the contractor. The vendor rules of engagement are also different from the request for proposal, which is the document that solicits proposals from potential contractors by specifying the project requirements, evaluation criteria, and contract terms. The vendor rules of engagement are also different from the project schedule, which is the tool that displays the planned start and finish dates, durations, dependencies, and resources of the project activities and tasks. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 12: Procurement Management1; CompTIA Project+ Certification Study Guide, 3rd Edition, Chapter 12: Procurement Management2; Vendor Rules of Engagement3

NEW QUESTION 29
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 31
Which of the following is a capital expense?

A. Building lease
B. Building purchase
C. Building maintenance
D. Building insurance

Answer: B

Explanation:
A capital expense is the cost of acquiring or making improvements to fixed assets that have a useful life of more than one year1. A building purchase is an example of a capital expense, as it is a long-term investment that increases the value of the company's assets2. Building lease, maintenance, and insurance are not capital expenses, as they are recurring or short-term costs that do not increase the value of the company's assets3.

NEW QUESTION 33
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 component12.

NEW QUESTION 35
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 36
A project manager is eager to define access requirements during the initiation phase of a project. Which of the following steps should the project manager perform first?

A. Define the WBS.
B. Develop a RAM.
C. Manage the vendors.
D. Assess the resource pool.

Answer: D

Explanation:
This answer is based on the best practice of defining access requirements in project management, which is to identify the roles, responsibilities, and permissions of the project team members and other stakeholders who need to access the project information, resources, and deliverables12. The first step in this process is to assess the resource pool, which is the availability and capability of the human resources that can be assigned to the project34. By assessing the resource pool, the project manager can determine the skills, experience, and security clearance of the potential project team members, as well as their reporting relationships, communication preferences, and expectations56. This information can help the project manager to define the access requirements for each role and stakeholder group, and to assign the appropriate level of access to the project data, documents, tools, and systems78. References = CompTIA Project+ Certification Study Guide9, CompTIA Project+ Certification Exam Objectives10, What is Requirements Management?, How to Write Project Requirements, A Guide to Functional Requirements, Project Requirements Management: A Quick Guide, Creating clear project requirements, How to Define Project Roles and Responsibilities

NEW QUESTION 38
Which of the following is the main reason for documenting artifacts?

A. To provide a record of the project's progress and achievements for future reference
B. To show stakeholders that the project is on track and progressing as planned
C. To help team members be aware of roles and responsibilities
D. To ensure that the project team understands the importance of the project to the organization

Answer: A

Explanation:
Documenting artifacts is the main reason for creating and maintaining project
documents that relate to the management of the project, not the project deliverables. Artifacts are used to define, support, and align the project work to the project requirements and business goals. They also serve as a source of information and evidence for future projects, audits, reviews, and lessons learned1. Documenting artifacts helps to capture the project's history, performance, outcomes, and best practices, which can be useful for organizational learning and improvement2. References = CompTIA Project+ PK0-005 Certification Study Guide, Chapter 14: Closing the Project, page 403; Project Artifacts and How to Use Them - Rebel's Guide to Project Management, Introduction and What are project artifacts in project management? sections; Project Management Artifacts: Definition, Types, and Phases, Introduction and What are project artifacts in project management? sections.

NEW QUESTION 40
Which of the following statements best describes a content management system?

A. A system to manage electronic signatures and document workflow
B. A system to manage database integration and provide messaging services
C. A system to manage shared data on the web, allowing multiple contributors to create, edit, and publish
D. A system to manage documents archival, such as emails, spreadsheets, and support tickets

Answer: C

Explanation:
A content management system (CMS) is a software application that allows users to create, manage, and deliver content via digital channels, such as websites, blogs, or social media12. A CMS enables multiple contributors to access, edit, and publish content without requiring technical knowledge or coding skills34. A CMS also provides features such as templates, workflows, media libraries, and analytics to help users design, organize, and optimize their content56. References = CompTIA Project+ Certification Study Guide7, CompTIA Project+ Certification Exam Objectives8, What Is a Content Management System (CMS)?1, What is a Content Management System (CMS) | Oracle2, What is a Content Management System (CMS)? | Adobe Basics3, What is a CMS?4, What is a Content Management System?5, Content Management System (CMS) - Definition from Techopedia6

NEW QUESTION 43
Which of the following BEST illustrates how team members with different roles should interact on the team?

A. SOW
B. WBS
C. RACI
D. PERT

Answer: C

Explanation:
RACI is a tool that best illustrates how team members with different roles should interact on the team. RACI is an acronym that stands for responsible, accountable, consulted, and informed. RACI is a type of responsibility assignment matrix (RAM) that defines and clarifies the roles and responsibilities of each team member for each task or activity in a project. RACI can help to improve communication, collaboration, and accountability among team members and avoid confusion, duplication, or conflicts3

NEW QUESTION 47
A project implementation partner and the project manager disagree about completed requirements. The project manager shows the project requirements as 70% complete. The implementation partner validates that all requirements were completed. Which of the following would clarify what the project implementation partner was contractually expected to complete?

A. SOW
B. RFI
C. RFQ
D. WBS

Answer: A

Explanation:
The statement of work (SOW) would clarify what the project implementation partner was contractually expected to complete after disagreeing with the project manager about completed requirements. 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 52
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 56
By developing a project schedule, a PM has already validated the constraints, outlined the duration of the tasks and the phases, and confirmed the proper sequence and flow of the project. Which of the following activities still needs to be performed to complete the schedule?

A. Allocate resources.
B. Determine the project budget
C. Develop a communication plan.
D. Establish baselines.

Answer: D

Explanation:
The next step after defining tasks, durations, resources, and costs is to establish baselines. A baseline is an approved version of a project plan that serves as a reference point for measuring progress and performance throughout the project lifecycle. A baseline typically includes scope, schedule, cost, quality, and risk parameters. Establishing baselines involves presenting the project plan to key stakeholders and obtaining their formal agreement on the project objectives and deliverables. Baseline approval can help to establish clear expectations, avoid scope creep, and facilitate change control during project execution34

NEW QUESTION 57
During a code implementation, a senior developer and junior tester are discussing the testing scenarios that were performed. A major malfunction resulted in an inoperative product condition. As a result, the team was forced to work until midnight to restore operations. Which of the following should the PM have generated FIRST to alleviate the impact of this issue prior to deployment?

A. A risk budget
B. A risk impact
C. A change request
D. A contingency plan

Answer: D

Explanation:
The project manager should have generated a contingency plan first to alleviate the impact of this issue prior to deployment where a major malfunction resulted in an inoperative product condition during a code implementation. A contingency plan is a
plan that outlines alternative courses of action or strategies to deal with potential problems or risks that may occur during a project. A contingency plan can help to prevent or minimize the negative impacts of unforeseen events or issues on the project objectives and deliverables and ensure business continuity and stability.

NEW QUESTION 60
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 63
Halfway through a project, the sponsor states that the project is taking too long to complete. Which of the following should the project manager consult?

A. Gantt chart
B. Maintenance window schedule
C. Functional requirements
D. Test results

Answer: A

Explanation:
The project manager should consult a Gantt chart after the sponsor states that the project is taking too long to complete. 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. A Gantt chart can help to monitor and control the project timeline and identify any delays, variances, or issues that may affect the project completion.

NEW QUESTION 67
A project manager has been informed that the delivery of required IT equipment will be delayed. Which of the following is the FIRST step the project manager

should take?

A. Make an impact assessment.
B. Prepare a new purchase order.
C. Select a new vendor.
D. Create a risk register.

Answer: A

Explanation:
The project manager should make an impact assessment after being informed that the delivery of required IT equipment will be delayed. An impact assessment is a process of analyzing and evaluating how a change or an issue may affect the scope, schedule, cost, quality, or risks of a project. An impact assessment can help to determine the severity and implications of the delay on the project objectives and deliverables and identify any possible alternatives or corrective actions to minimize or avoid its negative effects.

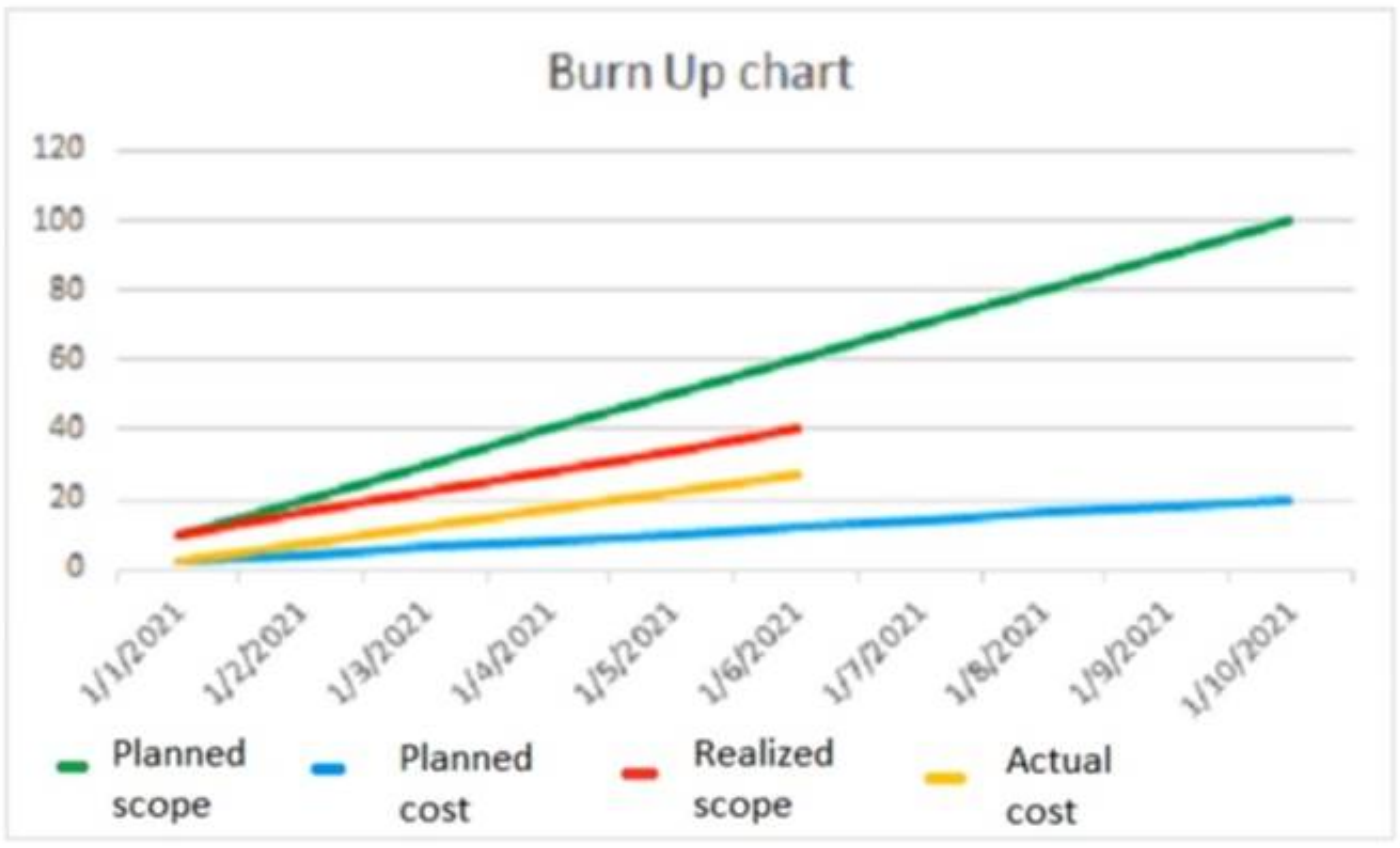
NEW QUESTION 69
A project manager prefers to have immediate contact with team members because it allows for faster response times and more interactive discussions. Which of the following communication methods should the project manager use?

A. Synchronous
B. Informal
C. Asynchronous
D. Formal

Answer: A

Explanation:
The project manager should use synchronous communication methods if they prefer to have immediate contact with team members. Synchronous communication is a type of communication that occurs in real time and allows for faster response times and more interactive discussions. Examples of synchronous communication methods include phone calls, video conferences, instant messaging, and face-to-face meetings. Synchronous communication can help to build rapport, clarify doubts, and resolve issues quickly among team members.
Synchronous communication should be used when the project manager prefers to have immediate contact with team members. Synchronous communication allows for real-time interaction and feedback, enabling faster response times and more interactive discussions. References: CompTIA Project+ Study Guide Section 3.1.3

NEW QUESTION 70
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 71

Which of the following metrics BE ST measures the alignment of the information security program to operational objectives?

A. Percentage of controls with identified business owners
B. Percentage of risk investments with defined business cases
C. Ratio of control cost to operational budget
D. Senior management satisfaction scores related to the security program

Answer: B

Explanation:
The percentage of risk investments with defined business cases is a metric that measures how well the information security program aligns with the operational objectives of the organization. It indicates how many of the security-related investments are justified by a clear analysis of the expected benefits, costs, and risks, and how they support the business goals and priorities. This metric can help the organization optimize its security spending, demonstrate the value of security to the stakeholders, and align the security strategy with the business strategy1. References = Performance Measurement Guide for Information Security, Section 3.2.3, page 16; Key Performance Indicators for Security Governance, Part 1, Section 3, page 3.

NEW QUESTION 75
A PM wants to add a chart to the monthly status report to show major accomplishments for key events. Which of the following is the best chart to use?

A. Milestone
B. Gantt
C. Burndown
D. PERT

Answer: A

Explanation:
A milestone chart is the best chart to use to show major accomplishments for key events, because it displays the important deliverables or outcomes of a project along a timeline12. A milestone chart can provide a high-level overview of the project progress and achievements, without showing the details of each task or activity34. A milestone chart can also help communicate the project status and expectations to the stakeholders, and identify any potential risks or delays that may affect the project completion56. References = CompTIA Project+ Certification Study Guide7, CompTIA Project+ Certification Exam Objectives8, What is a Milestone Chart?1, How to Create a Milestone Chart in Excel in 3 Steps2, Milestone Chart: The Easiest Way to Track Project Milestones3, How to Use Milestones in Project Management4

NEW QUESTION 77
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 79
A project manager and team are reviewing a task that is supposed to take nine days to complete and cost $3,000. There is a 20% chance that an associated risk related to changing requirements could occur, resulting in rework that would add an additional five days and $1,000 in costs. Which of the following represents the total amount that should be budgeted for the task?

A. 9 days and $3,000
B. 10 days and $3,200
C. 12 days and $3,800
D. 14 days and $4,000

Answer: B

Explanation:
The total amount that should be budgeted for the task is calculated by adding the expected value of the risk to the original estimate. The expected value of the risk is the product of the probability and the impact of the risk. In this case, the expected value of the risk is 0.2 x (5 days and $1,000) = 1 day and $200. Therefore, the total amount that should be budgeted for the task is 9 days and $3,000 + 1 day and $200 = 10 days and $3,2001.

NEW QUESTION 81
A stakeholder works in a remote location and has not been replying to emails. The Internet service in that location is intermittent, and the stakeholder prefers to be contacted by telephone. Which of the following artifacts should the project manager have prepared to avoid this situation?

A. Responsibility assignment matrix
B. Acceptable communication channels
C. Risk registry
D. Staff directory

Answer: B

Explanation:

The project manager should have prepared acceptable communication channels to avoid the situation of a stakeholder not replying to emails due to intermittent Internet service. Acceptable communication channels are methods or modes of communication that are agreed upon by all parties involved in a project. They may include aspects such as email, phone call, text message, video conference, instant message, or face-to-face meeting. Acceptable communication channels can help to ensure that messages are delivered and received effectively and efficiently and that communication preferences and limitations are respected.

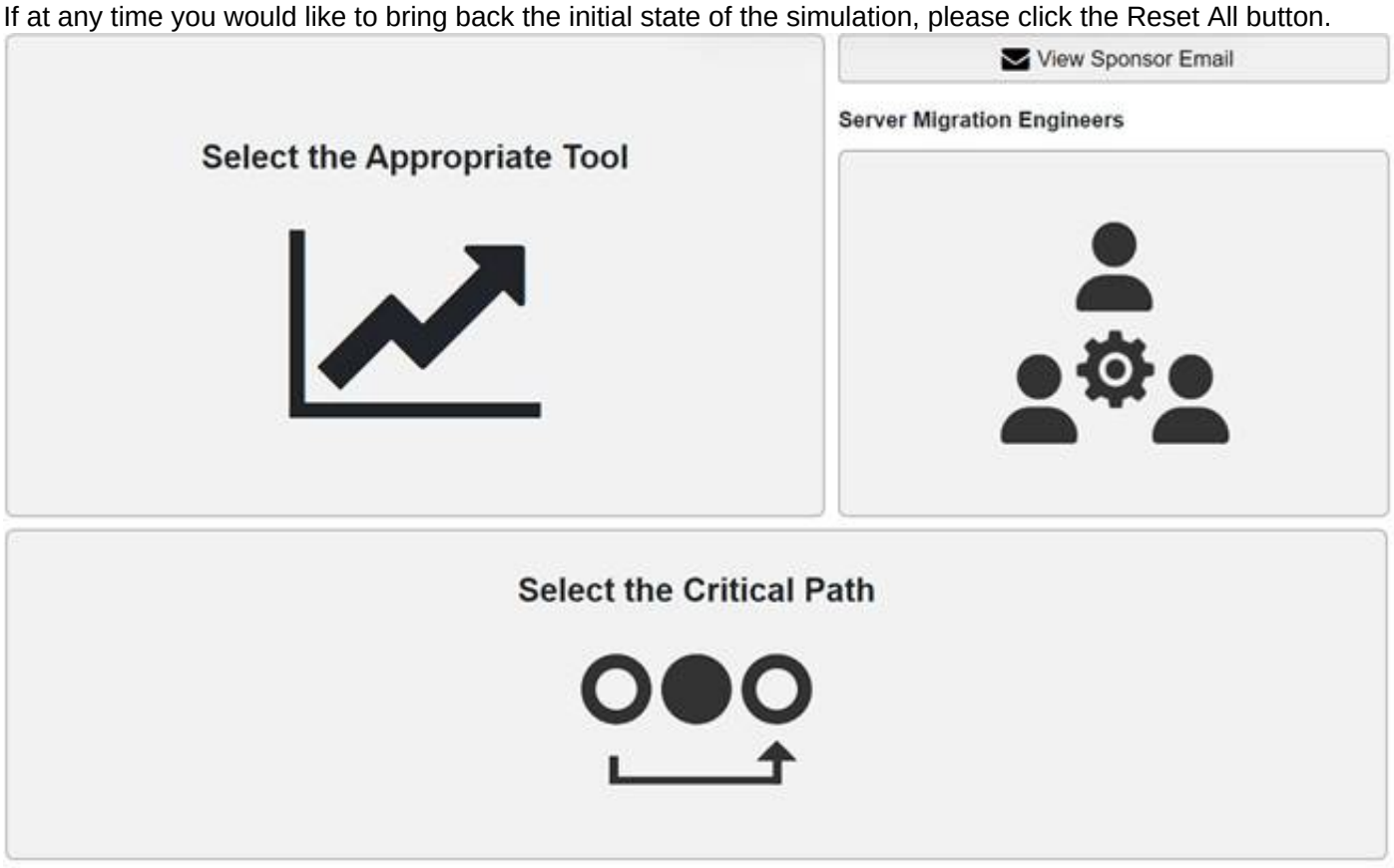
NEW QUESTION 84
During a complex, multiyear project, a PM must discern which project tasks overlap so resources can be allocated appropriately. Which of the following is best for determining this information?

A. PERT chart
B. Milestone chart
C. Gantt chart
D. Budget burndown chart

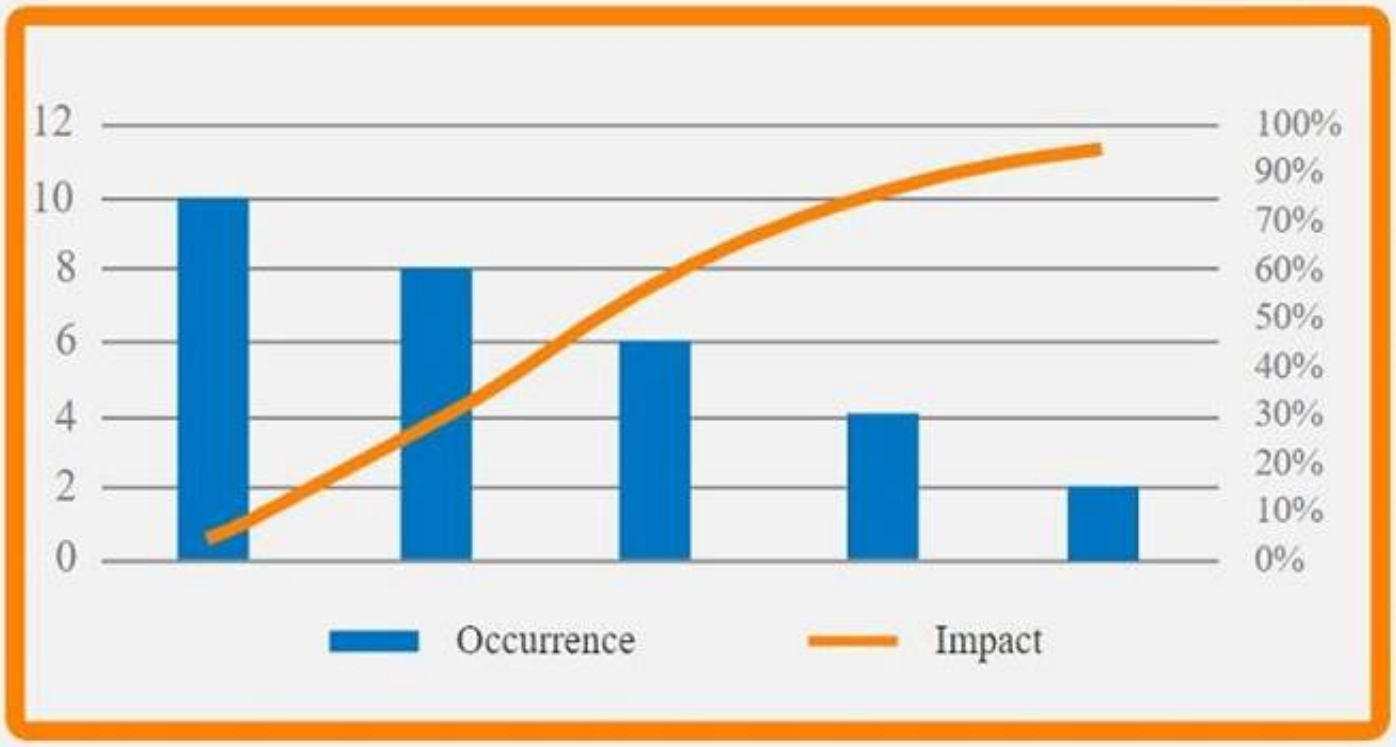
Answer: C

Explanation:
A Gantt chart is a visual tool used in project management to represent the timing of tasks required to complete a project. It is particularly useful for showing the start and finish dates of elements of a project, dependencies between tasks, and the current schedule status. This makes it an ideal choice for a project manager to discern overlapping tasks and allocate resources efficiently.
References = CompTIA Project+ Certification Study Guide (PK0-005)

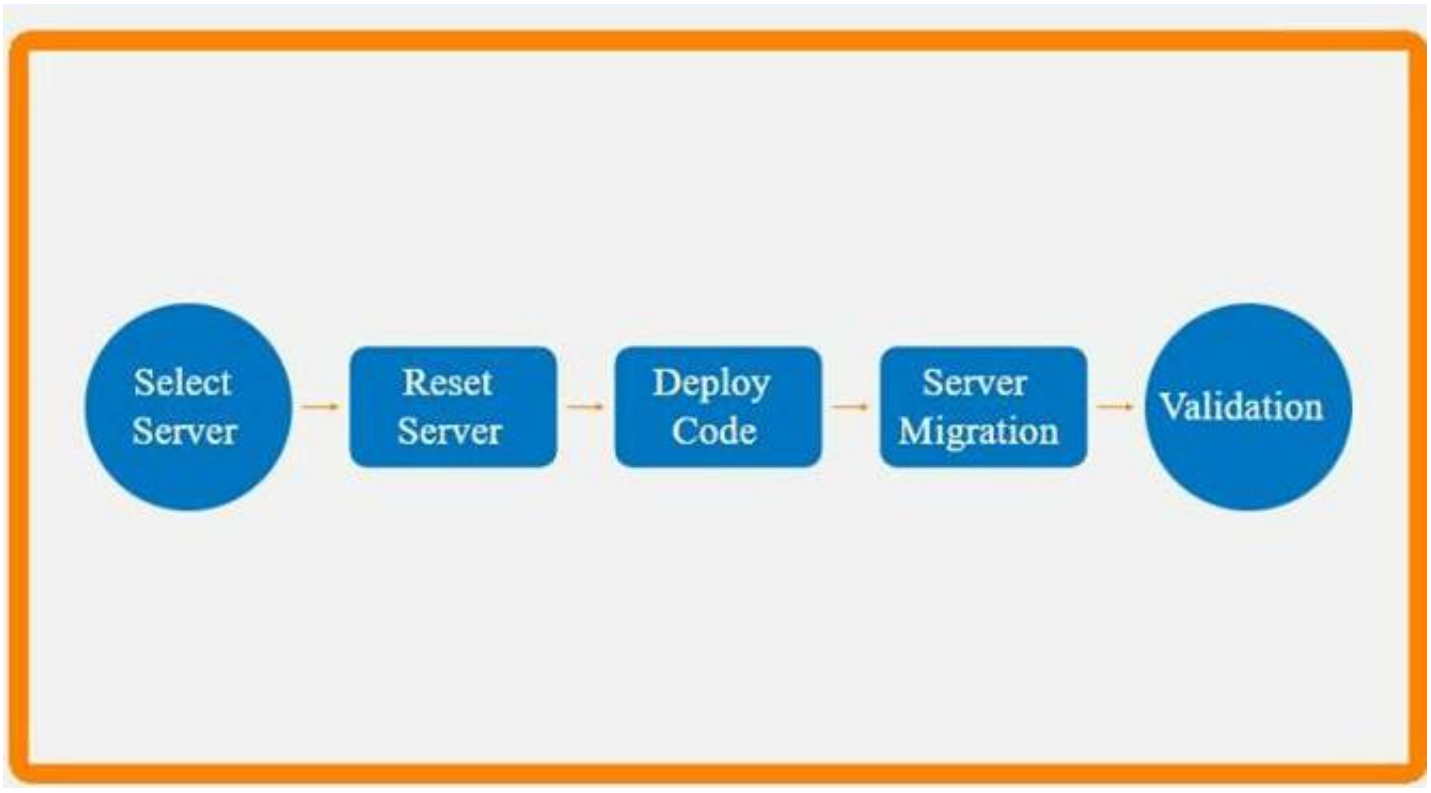
NEW QUESTION 89
SIMULATION
During the project execution phase, Ann, a project manager, received an email from the project sponsor asking for an additional work package to be added to the project scope due to new legislation.
INSTRUCTIONS
Review the email with the latest updates sent by the project sponsor and respond in the following order:
* 1. Select the best tool for tracking the server migration progress.
* 2. Select the new critical path.
* 3. Select the correct number of engineers required for the server migration phase.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.



Select the Appropriate Tool:

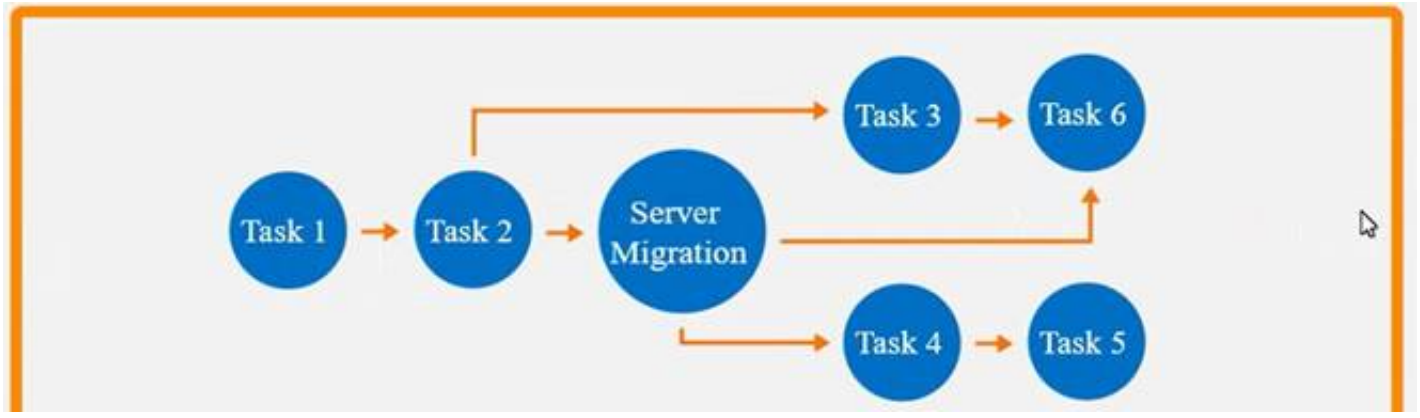


	Duration	3/9	3/10	3/11	3/12	3/13	3/14	3/15
Task 1	2							
Task 2	1							
Task 3	2							
Task 4	1							
Task 5	1							
Task 6	1							
Server Migration	2							

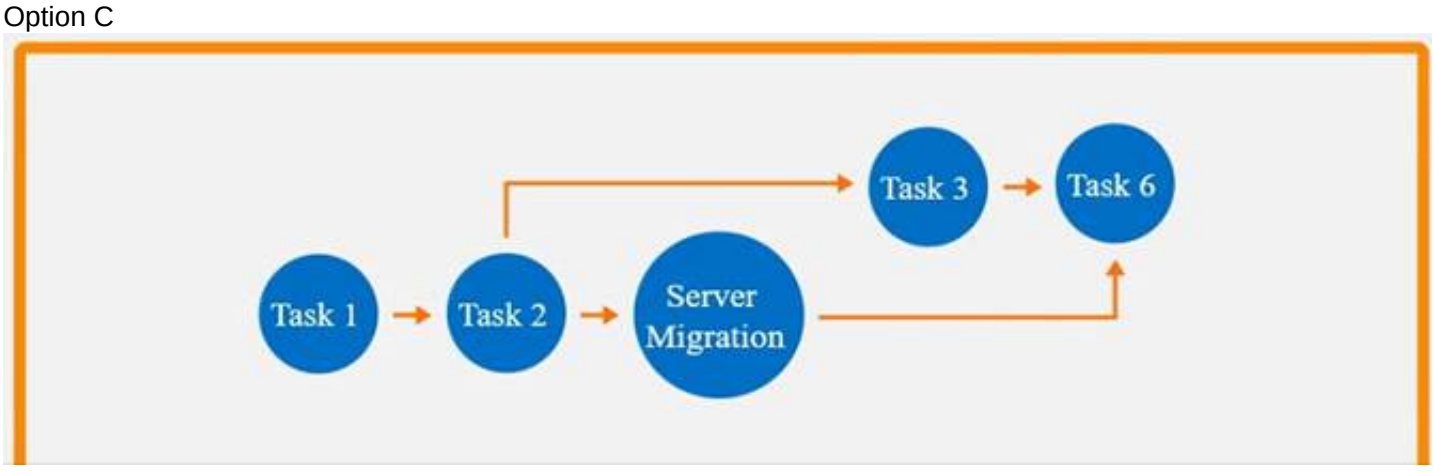


Select the new critical path. Option A

Option B



Option C



Sponsor Email

From: Projectsponsor@abc.com
To: Ann_pm@abc.com
Sent: Mon 3/8/2021 14:20
Subject: URGENT: Transformation project – Scope change – please read !

Hi Ann,

Due to new legislation in data protection regulation which will impact our "Transformation project", the following updates need to be considered:

- Server migration must be 100% complete prior to the last three tasks of the project.
- Based on a previous estimate, the migration will require 50% more engineers for this phase.
- The progress of the server migration must be monitored.

As the project manager for the "Transformation project", please take the proper actions.

Sorry for the inconvenience of sharing this in the middle of project execution.

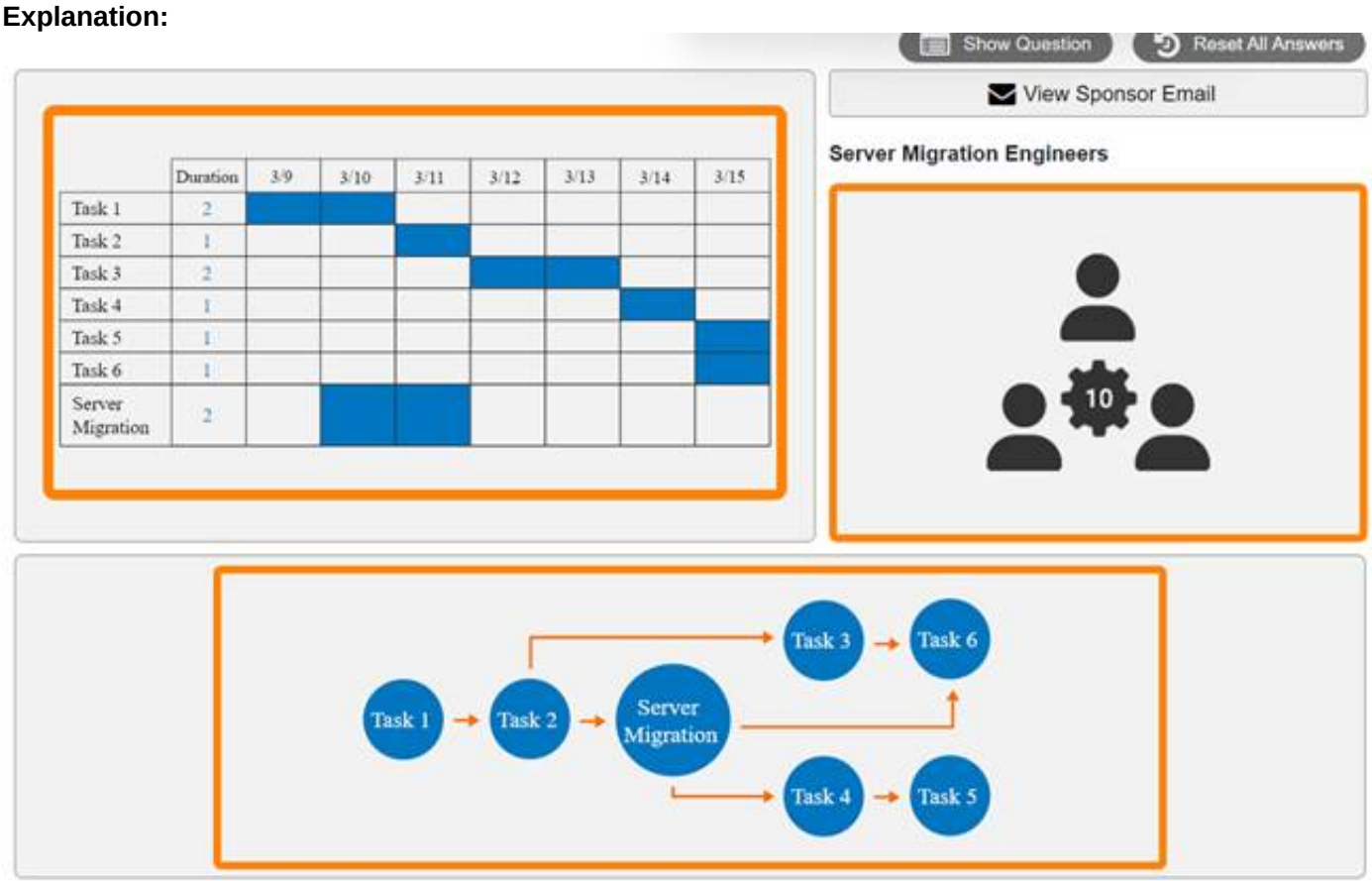
Sincerely,

Joe
Project Sponsor
ABC Company, LLC
Projectsponsor@abc.com
555-555-5555

A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 90
The high-level technical requirements for a new application state that the application should be suitable to support enterprise-level client-server solutions. Which of the following meets these requirements?

A. Data warehouse
B. SQL database
C. Multitier architecture
D. Content management system

Answer: C

Explanation:

Multitier architecture is a type of software architecture that is suitable to support enterprise-level client-server solutions. Multitier architecture divides an application into logical layers or tiers that are distributed among different servers or machines. Each tier performs a specific function or role and communicates with other tiers through well- defined interfaces. Multitier architecture can provide benefits such as scalability, performance, security, maintainability, and reusability for complex and large-scale applications.

NEW QUESTION 91
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 96
A project manager was not part of a contract negotiation. The project manager is concerned that stakeholders will expect the project to achieve deliverables requested in the RFP Which of the following documents should the project manager produce FIRST to start communication about the boundaries of the project?

A. Milestone chart
B. Work breakdown structure
C. Project charter
D. Detailed scope statement

Answer: C

Explanation:
The project manager should produce a project charter first to start communication about the boundaries of the project. A project charter is a document that formally authorizes a project and defines its high-level scope, objectives, assumptions, constraints, stakeholders, roles and responsibilities, and key deliverables. A project charter can help to communicate the project vision and expectations to all stakeholders and provide a basis for future project decisions23

NEW QUESTION 101
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 105
Which of the following best describes a manufacturer's obligation to repair or change, without extra costs, any part of a product that is not functioning?

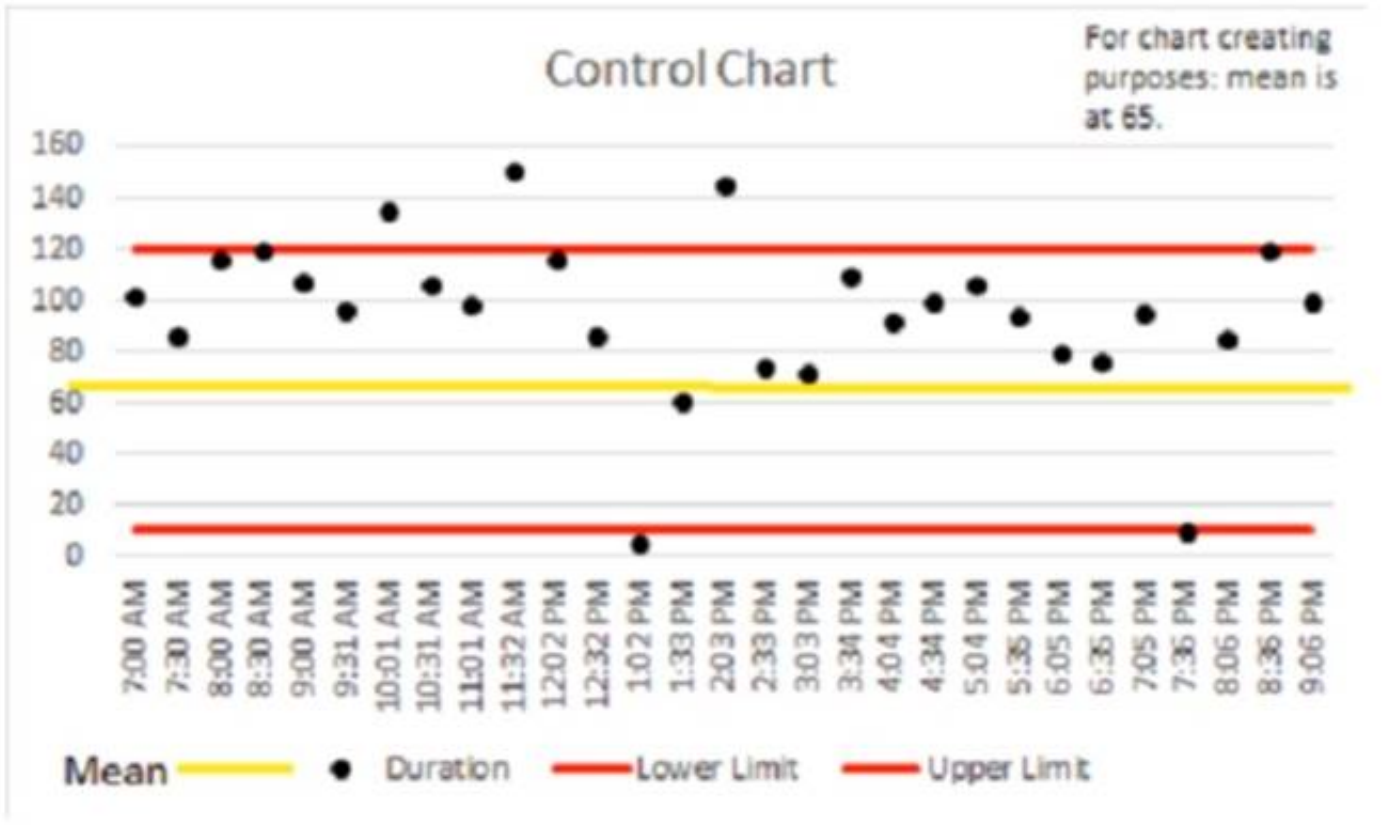
A. Service-level agreement
B. Functional testing
C. Warranty period
D. Audit

Answer: C

Explanation:
A warranty period is the time during which a manufacturer or seller agrees to repair or replace a product that is defective or does not meet the specified standards. A warranty period can be expressed in terms of duration (e.g., one year) or usage (e.g., 10,000 miles). A warranty period is a form of consumer protection that

obliges the manufacturer or seller to bear the costs of repairing or changing any part of the product that is not functioning properly1.

NEW QUESTION 107
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 109
A project manager is leading the implementation of a new service for a well-known, global company for which brand image is most important. The project will rely on contracted services. As part of the request for proposal process, the project team has identified a short list of vendors to submit proposals. Which of the following items should the project team consider as a primary factor to remove a vendor from consideration?

A. The vendor's proposed schedule does not align with the desired schedule.
B. The vendor is new and not well established in the market.
C. The vendor has been linked to ESG concerns within the past month
D. The vendor's quote was the highest of all the proposals.

Answer: C

Explanation:
ESG stands for environmental, social, and governance, and it refers to the criteria that measure the sustainability and ethical impact of an organization. ESG concerns can affect the reputation, performance, and value of a company, as well as its stakeholders and customers. For a well-known, global company that values its brand image, hiring a vendor that has been linked to ESG concerns can be a major risk and a source of negative publicity. Therefore, the project team should consider this as a primary factor to remove a vendor from consideration12.

NEW QUESTION 114
A project team selected a random sample of patient accounts for testing the deliverable. The data was masked since it contained patient names. Which of the following describes this type of data?

A. Confidential information
B. Protected health information
C. Personally identifiable information
D. Security clearance

Answer: C

Explanation:
Personally identifiable information (PII) is any data that can be used to identify, contact, or locate a specific individual, either alone or combined with other sources. PII includes information such as name, address, phone number, email address, social security number, etc. Patient names are examples of PII, and therefore the data that contains them should be masked or anonymized to protect the privacy and security of the patients. Confidential information, protected health information, and security clearance are not types of data, but rather categories or levels of data sensitivity that may require different degrees of protection or access control. References = CompTIA Project+ Study Guide, Chapter 3: Project Planning, Section 3.4: Data Privacy and Security, p. 121; Patient Data: Types, Uses & Hospital

Patient Databases; What is Patient Data and Why Is It Important?; Chapter 1 - Registrar Playbook

NEW QUESTION 118

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