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#### **QUESTION 1**

Which statement about why stakeholder analysis for a large initiative can be challenging is true?

A. A higher level of politics and uncertainty typically exists with larger initiatives.

- B. The IT department most likely has a higher level of influence as compared to other projects.
- C. The stakeholder analysis 2x2 framework -- interest vs. power -- only works for small scope projects.
- D. It is necessary to assess 90% or more of the stakeholders for an effort.

Correct Answer: A

#### **QUESTION 2**

You are working on a project to install a new RFID system for a logistics company. Which obstacle to realizing benefits should you expect?

A. A network upgrade is in the planning stage.

B. Users are in transition from three old systems and technologies where measurements from old to new processes are unreliable.

C. The solution requirements do not include analytics, so measuring results is out of scope.

D. The RFID chip and sensor technology is old and an upgrade is planned for next year.

Correct Answer: B

#### **QUESTION 3**

Which option is a nonfinancial impact?

A. number of new sales wins due to improved collaboration

B. percentage reduction in attrition (resignations) among customer service reps due to improved tools

C. retirement of servers previously used for capacity spikes

D. improved brand image and reputation, as reflected in an informal set of interviews by someone writing an industry blog

Correct Answer: D

#### **QUESTION 4**

Which option is a governance approach for a project?

- A. committee of stakeholder reps
- B. measurements of system security
- C. operating procedures for data backup
- D. status reports on total IT systems

Correct Answer: A

### **QUESTION 5**

You are working on a project to install a new RFID system for a logistics company. Which obstacle to realizing benefits should you expect?

- A. The users have not been trained to capture before and after data points.
- B. Transaction volumes are 5% different than expected.
- C. The system is in a pilot stage.
- D. The infrastructure has not been in production mode for at least 3 months.

Correct Answer: A

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