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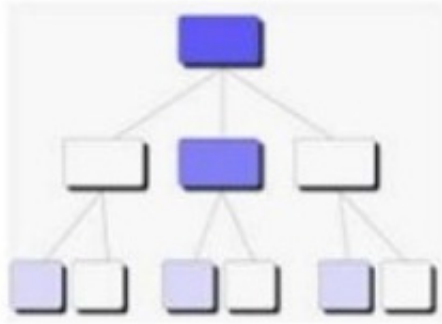⚙ **800,000+** Satisfied Customers

QUESTION 1

During the execution phase of a project, the project team faced an unexpected website downtime The project manager how a brainstorming session and the team identified causes and effects tor the problem Now the project team needs to

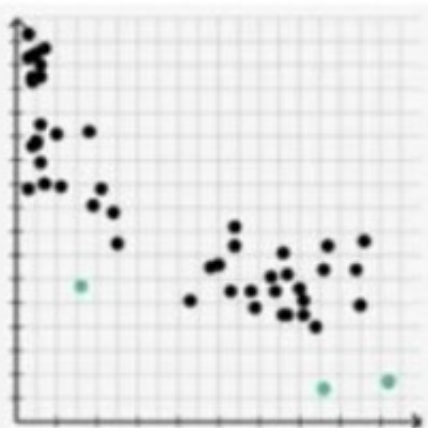analyze and determine whether the particular cause and effect are related by using one of the following charts.
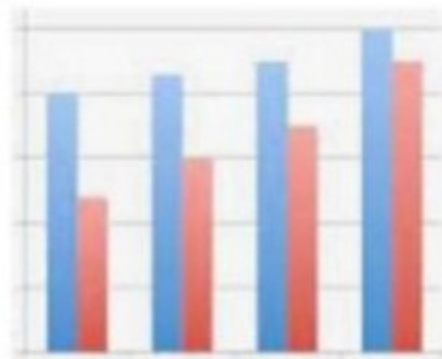
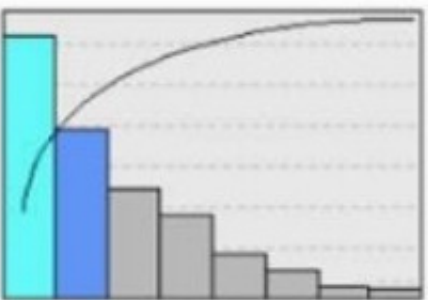Which of the following should the team use?

○ A.

○ B.

○ C.

○ D.

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

Explanation: Option A shows a cause and effect diagram, also known as a fishbone diagram or an Ishikawa diagram1. This is a tool that helps to identify and analyze the root causes of a problem by displaying the possible causes and effects in a graphical format2. A cause and effect diagram can help the project team to determine whether the particular cause and effect are related by using a systematic and logical approach, such as asking "why" questions or using the 5 Whys technique34. A cause and effect diagram is better than the other options because: Option B shows a Gantt chart, which is a tool that helps to plan and track the tasks, dependencies, durations, and resources of a project along a timeline5. A Gantt chart does not focus on the causes and effects of a problem, but rather on the sequence and progress of the project activities. Option C shows a pie chart, which is a tool that helps to compare and visualize the proportions of different categories or segments of data6. A pie chart does not show the relationships between the causes and effects of a problem, but rather the distribution of the data values. Option D shows a scatter plot, which is a tool that helps to examine the correlation or association between two variables or sets of data7. A scatter plot does not show the causes and effects of a problem, but rather the pattern or trend of the data points. References = CompTIA Project+ Certification Study Guide8, CompTIA Project+ Certification Exam Objectives9, Cause and Effect Diagrams for PMP1, Cause and Effect Analysis: Using Fishbone Diagram and 5 Whys2, How to Create a Cause and Effect Diagram3, How to Use Cause and Effect Analysis to Solve Business Problems4, What is a Gantt Chart?5, What is a Pie Chart?6, What is a Scatter Plot?7

QUESTION 2

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.

Correct 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.

QUESTION 3

A project team is defining operational training, discussing a go-live date, and describing the operational handoff. Which of the following best describes what the team is developing?

A. The project closeout report

B. A handover to operations

C. Phase-gate review documentation
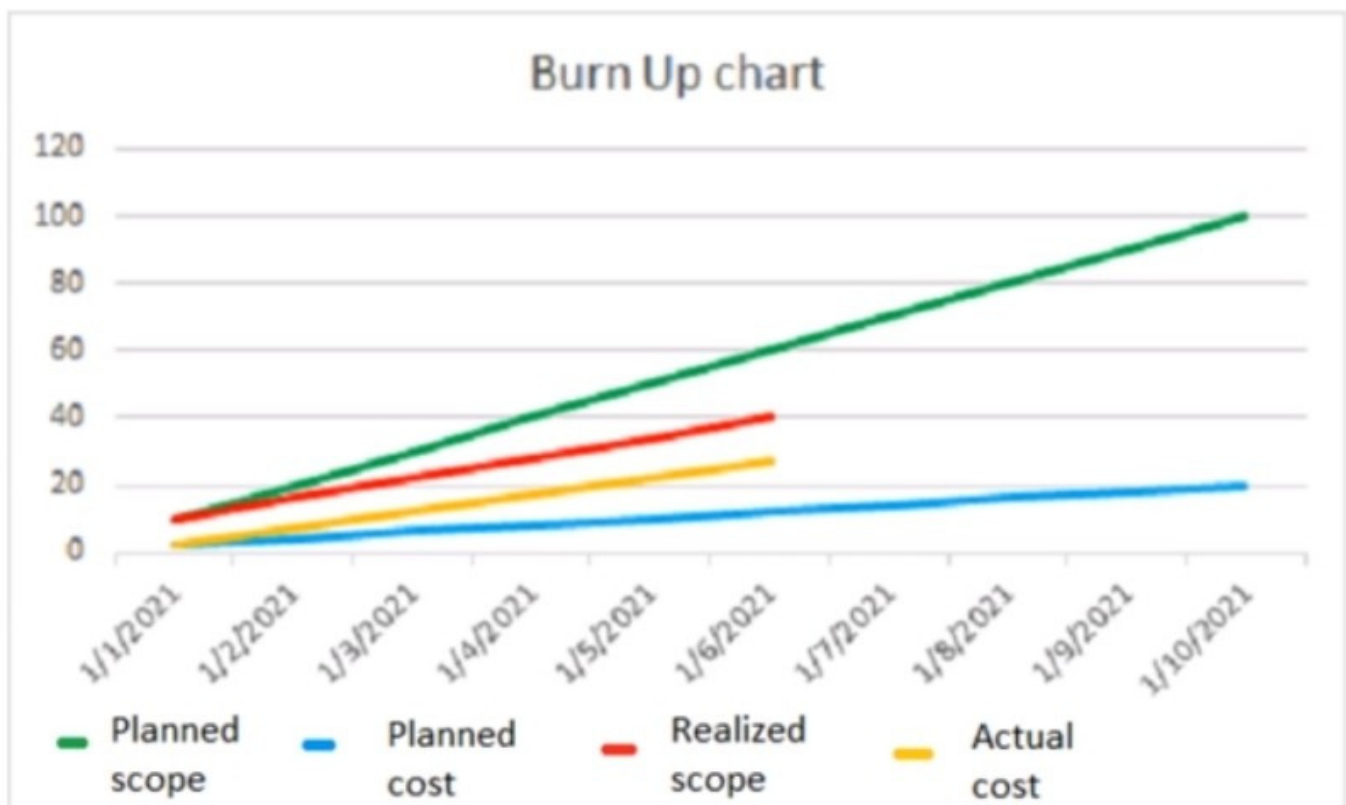
D. A transition plan

Correct Answer: D

Explanation: A transition plan is a document that outlines how the project deliverables will be transferred to the operations team or the end users, and how the project team will disengage from the project. It typically includes details such as operational training, go-live date, support arrangements, roles and responsibilities, and acceptance criteria. A transition plan is different from a project closeout report, which summarizes the project performance, lessons learned, and final status. A handover to operations is a process of transferring the project deliverables to the operations team, but it is not a document. A phase-gate review documentation is a set of documents that are used to evaluate the project progress and readiness to move to the next phase, but it is not related to the operational handoff. References = CompTIA Project+ PK0-005 Certification Study Guide, Chapter 14: Closing the Project, p. 409-410; [CompTIA Project+ Certification Exam Objectives], Domain

4: Project Closure, Objective 4.1: Compare and contrast various project closure activities.

QUESTION 4

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

Correct 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.

QUESTION 5

To gather requirements from stakeholders, the project manager sits down with them and allows them to discuss freely. Which a following technique is the project manager utilizing?

A. Process moving

B. Brainstorming

C. Interview

D. Focus group

Correct Answer: D

Explanation: A focus group is a technique that involves bringing together a group of stakeholders and facilitating a discussion to elicit their opinions, needs, and expectations about the project. This technique can help to gather requirements from stakeholders in an interactive and collaborative way1, p. 67

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