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QUESTION 1

The IT department is currently resource constrained managing daily operational tasks. However, there are a number of subject matter experts (SME) within the department who are critical to making the project succeed. Which of the following should the project manager use to ensure the success of the project?

A. Engage a services company to deliver the project

B. Negotiate staff augmentation with the SME\\'s managers

C. Recruit staff form the organizations strategy area

D. Perform a request for proposal

Correct Answer: B

QUESTION 2

A project manager of a particular project receives formal notification that a vendor has gone out of business. New vendors with similar products at similar costs have been identified. Which of the following should the project manager do FIRST?

A. Initiate RFQs to qualified vendors, update the project management plan and communicate the issue with the project sponsor following the project communications plan.

B. Undertake a make-or-buy decision analysis; communicate the issue with the project sponsor following the project communications plan.

C. Call a stakeholder meeting following the project communications plan to urgently review the project schedule; update the project management plan.

D. Communicate the issue with the project sponsor following the project communications plan, call a project team meeting to discuss alternatives and update the project management plan.

Correct Answer: A

QUESTION 3

When dealing with remote project team members, it is important to recognize their needs in terms of which of the following? (Select TWO).

A. Time zone differences

B. Programming language differences

C. Cultural differences

D. Project management differences

E. Compensation differences

Correct Answer: AC

QUESTION 4

A conflict has developed among two project team members. The project manager reiterates the areas of agreement and avoids the areas of disagreement. Which of the following BEST describes this conflict resolution technique?

A. Smoothing

B. Compromising

C. Avoiding

D. Negotiating

Correct Answer: A

QUESTION 5

Which of the following is also known as a fishbone diagram?

A. Histogram

B. Ishikawa diagram

C. Pareto diagram

D. Run diagram

Correct Answer: B

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