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QUESTION 1

Which of the following are included in operational process compliance?

A. Audit trails, retention, and version control

B. Local, state, and federal laws

C. Tollgate approval, project phase transition

D. Change control board, committee consulting

Correct Answer: A

QUESTION 2

Which of the following conflict resolution techniques describes compromising?

A. Working out an agreement that is acceptable to both sides

B. One side making the other side do what they are told

C. Focusing on common interests

D. Not addressing the conflict

Correct Answer: A

QUESTION 3

A statement of work (SOW) has been heavily revised by the stakeholders. Which of the following should be implemented to make it easier to determine how many times the document has been revised?

A. Version control

B. A document revision date

C. Approval signatures from each stakeholder

D. A change request

Correct Answer: A

QUESTION 4

Which of the following components of a quality management plan ensures that the required quality is achieved?

A. Quality metrics

B. Quality control

C. Quality assurance

D. Quality baseline

Correct Answer: C

QUESTION 5

Ann, one of the affected stakeholders, feels that the project team has not been giving periodic stakeholder updates and that her input has not been taken into account. Which of the following should the project manager do to ensure stakeholder expectations are met?

A. Ensure that Ann is involved during the testing phase of the project so she can call out functional gaps

B. Organize a walkthrough of the solution and ensure face-to-face updates occur every two weeks

C. Escalate the issue to the project steering committee that Ann is criticizing the project quality

D. Organize a requirements workshop to capture any gaps

Correct Answer: B

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