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QUESTION 1

A project requires the installation of a call center to support operations. It is estimated that the call center will need 100 people working on weekdays from 8:00 a.m. to 5:00 p.m. and weekends from 8:00 a.m. to 12:00 p.m. What should the project manager do?

A. Implement the call center with internal staff to ensure the work is performed according to the company\\'s culture.

B. Work with 50% of the people internally and contract the other 50% to an outside company.

C. Delegate the analysis to the human resources (HR) department in order to organize the call center operations.

D. Conduct an alternative analysis to decide whether to hire people directly or contract with a company to do the job.

Correct Answer: D

QUESTION 2

An organization is transitioning to an agile delivery approach. There is only one project that is being used as a pilot for the new approach. The project management office (PMO) manager has asked the project lead how communications with the project team and the stakeholders will be managed.

What should the project lead recommend?

A. Send the weekly report to the PMO and the product owner, and use a kanban board for the project team.

B. Send weekly reports to the PMO, and use a kanban board for the product owner and the project team.

C. Invite the PMO manager to the daily standup with the project team and product owner.

D. Send weekly reports to all stakeholders, including the project team and the product owner.

Correct Answer: C

QUESTION 3

A project manager is transferred to another country to perform a project within their organization. What should the project manager do first to ensure collaboration within the team for a successful delivery?

A. Determine a leadership style that is suitable for that location.

B. Check if resources from headquarters can also be assigned to the project.

C. Mentor the team members to perform project management.

D. Assign a local resource to manage communication with the team.

Correct Answer: A

QUESTION 4

A project manager is leading a small project with a low budget and a short, tight schedule. Many of the stakeholders are within the organization and have varying levels of interest. Which approach should the project manager use with the stakeholders?

A. Provide daily reports to maximize stakeholder communication.

B. Minimize communication until project completion as it will be finished quickly.

C. Share all relevant project information with the stakeholders.

D. Schedule one-on-one meetings with stakeholders to provide project updates.

Correct Answer: A

QUESTION 5

A project manager is performing the scrum master role for a project team of developers. At the daily standup, a couple of developers complain about the noise from a neighboring team, the performance of their laptops, and the difficulty in booking meeting rooms.

What should the project manager do?

A. Acknowledge the impediments and facilitate their resolutions.

B. Note the impediments and escalate them to the product owner.

C. Note the impediments and work on addressing them later.

D. Assign actions to all stakeholders and oversee their implementation.

Correct Answer: A

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