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**QUESTION 1**

Horizontal slack in the form of bundled loops have been known to degrade cabling performance.

- A. False
- B. True

Correct Answer: B

QUESTION 2

Near the completion of a transformation program, the operations manager is concerned that their department failed to be notified in advance of the new service being transitioned into operations. They claim that their department did not approve this service and is now unprepared and untrained to support the transformation.

What should the program manager have done first to prevent this?

- A. Added the operations manager as a key stakeholder
- B. Created a transition plan during the planning phase for the impacted operational area
- C. Ensured there was a communications management plan that included the transition to operations
- D. Drafted a training plan with assistance from the program management office (PMO) or human resource department before transitioning it to operations

Correct Answer: A

QUESTION 3

A program will generate revenue for several years after it ends. The program manager and the operations manager, who are accountable for managing the benefits after program closure, are in disagreement. The operations manager is concerned that information necessary for managing the processes and benefits after program closure will be unavailable. The program manager expresses that managing the benefits after program closure is not within the scope and must be managed through the scope management plan.

What should the program sponsor do?

- A. Direct the operations manager to allocate a resource to the program to ensure that knowledge transfer and process development occur before closure
- B. Direct the operations manager to allocate the necessary resources to establish proper plans for accepting the benefits and processes after program closure.
- C. Direct the program manager to develop the necessary plans to ensure benefits can be transitioned and sustained after program closure.
- D. Direct the program manager to assess the impact of this change and follow the established change management process



Correct Answer: C

QUESTION 4

The customer of a three-year program does not want to receive any intermediate details on the program. The program appears to be in trouble and the customer is concerned about a new system's cost. The program manager has provided monthly performance reports throughout the program's life cycle.

Which of the following would the customer be interested in reviewing?

- A. Estimate to complete
- B. Estimate at completion
- C. Original cost baseline
- D. Cost performance index

Correct Answer: B

QUESTION 5

What should be considered when designing a fiber network?

- A. Use a minimum of OM4 multimode fiber to future proof the design.
- B. Ensure that all connectors are backwards and forward compatible with all applications.
- C. Ensure the fiber strands provided are sufficient in quantity to accommodate all anticipated needs.
- D. Ensure that the single mode and multimode hybrid is recommended.
- E. Design only what you need for today to save money for future upgrades.

Correct Answer: D

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