



# PRINCE2-PRACTITIONER<sup>Q&As</sup>

PRINCE2 Practitioner





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**QUESTION 1**

The service level agreement looks like any other MFH document.

- A. Obtain agreement from the Director of Facilities Division to redesign the service level agreement within the remaining +2 days tolerance.
- B. Raise an issue (off-specification).
- C. Accept this error as a concession.
- D. No action required.

Correct Answer: D

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**QUESTION 2**

Which 2 alternative actions apply to the proposed Executive for this project?

- A. Retain because he accepts that outsourcing is the best solution.
- B. Replace with \\Director of Finance Division\\ because she can ensure a cost-conscious approach to the project that gives value for money.
- C. Retain because he has the right level of authority to be able to control the strategic nature of the Outsourcing project.
- D. Add \\Director of Finance\\ because she understands the operation of the Information Technology Division and the Facilities Division.
- E. Replace with \\Payroll Manager\\ because he is a very experienced and efficient qualified accountant.

Correct Answer: BC

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**QUESTION 3**

Using the Project Scenario and the Extract from Stage Plan for stage 3 provided as additional intonation for this question in the Scenario Booklet, answer the following 5 questions.

The Stage Plan for stage 3 has been produced.

The Engineering Manager insists that there are to be no interruptions to operations whilst photographs are being taken of the engineering staff performing their everyday duties and operating machinery. Two weeks ago the professional photographer produced the photo session schedule based on the operational staff schedule. The operational staff schedule is produced weekly and maintained by the Engineering Manager.

None of the ?00 change budget has been used to date and this is available for the stage.

Which 2 statements apply to the External dependencies section?

- A. Delete entry 5 because the new company logo is being delivered by a separate project and will be detailed in the



plans for that project.

- B. Move entry 5 to Plan prerequisites because the new company logo will influence the label designs.
- C. Move entry 5 to Plan description because the new company logo will be delivered during stage 3.
- D. Delete entry 6 because the customer details were used in stage 2 to create the customer list.
- E. Delete entry 7 because it should be shown in the Product Description for the label design.

Correct Answer: DE

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#### QUESTION 4

The project's change control approach states that PRINCE2's recommended issue and change control procedure will be used. The senior user has requested that a new set of marketing materials and marketing channels be introduced to support the launch of the training course. The senior user has suggested that this should be managed informally.

Where should the project manager record the issue, and why?

- A. In the daily log, because a change to a product at the default level can be handled informally.
- B. In the daily log, because the senior user has advised that this change should be informally.
- C. In the issue register, because this is a request for change requiring a change to a baseline.
- D. In the issue register, because issues should be recorded here first, before determining how to manage them.

Correct Answer: D

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#### QUESTION 5

HOTSPOT

Drop down the right answer from Column 1 to column 2.

Hot Area:



### Column 1

This plan includes the detailed design of the process model, systems model, operating model and organization model.

A monthly stage status report will be provided to the Project Board.

The high-level models, produced in the feasibility study by the management consultant, will be used by the project.

The Project Board has approved the recommendation to outsource both the Information Technology Division and the Facilities Division to one service provider and this decision must remain in place.

Based on advice from the Ministry of Trade and Industry that, in their experience, drafting a service level agreement is a lengthy process, allowances have been made for this in the Stage Plan for stage 2.

Time: +2 weeks 1-2 weeks.

### Column 2

Plan description
Plan prerequisites
External dependencies
Planning assumptions
Lessons incorporated
Monitoring and control
Budgets
Tolerances
Schedule

Plan description
Plan prerequisites
External dependencies
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Correct Answer:



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**QUESTION 6**

The 'capability to provide health and safety training' has been delivered. During the 'closing a project' process, the marketing department sent an e-mail to all key customers reminding them of the deadline to comply with the new government legislation, with an aim to build relationships with their customers.

Which theme is being applied?

- A. Risk.
- B. Organization.
- C. Plans.
- D. Change.

Correct Answer: B

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**QUESTION 7**

PRINCE2 proposes 3 levels of Plan, which are they?

- A. Initiation, Project and Stage Plans
- B. Project, Stage and Exception Plans
- C. Initiation, Project and Benefit Review Plans
- D. Project, Stage and Team Plans

Correct Answer: D

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**QUESTION 8**

The project is in stage 2. The project manager is reviewing stage status and has collected the checkpoint reports from the team managers. These show that the products are being completed on schedule. However, project support has raised

issues that quality reviews have not been completed as agreed. The project manager reports in the highlight report that the stage is progressing well.

Is this appropriate, and why?

- A. Yes, because the highlight report is a summary of the information in the checkpoint reports.
- B. Yes, because the highlight report is used to provide the project board with stage and project progress.
- C. No, because the project manager should have recorded the cause of the delay to the quality reviews in the lessons log.



D. No, because the issues raised by project support are a cause for concern and should be reflected in the highlight report.

Correct Answer: D

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#### QUESTION 9

As a result of experiences on previous projects, a change authority has been established for the Health and Safety Training Project. A key client for the training materials has a representative on the project board. Should their interests be represented within the change authority for the project, and why?

- A. Yes, because this will give them a better understanding of the training materials.
- B. Yes, because a change authority should consider external stakeholder needs.
- C. No, because the change authority should be internal to the ABC organization.
- D. No, because their project board member will be able to agree any required changes.

Correct Answer: D

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#### QUESTION 10

Starting Up a project is triggered by which of the following?

- A. Legislation
- B. Corporate Strategy
- C. Risks
- D. Mandate

Correct Answer: D

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#### QUESTION 11

Which 2 statements should be recorded under the Business options heading?

- A. Produce a promotional calendar as a free Christmas gift to current and prospective customers.
- B. Use a professional photographer to create the photographs for the calendar.
- C. Create the photographs for the calendar internally.
- D. Outsource the creation of the calendar to a professional marketing company.
- E. Do nothing.

Correct Answer: AE

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#### QUESTION 12

Which product should show that the staff photo sessions were disruptive to the Engineering Department as they had been scheduled during peak work times without consultation with the Engineering Manager?

- A. Follow-on action recommendations
- B. Lessons Report
- C. Project closure notification
- D. Risk Register

Correct Answer: B

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#### QUESTION 13

Which 2 statements should be recorded under the Expected dis-benefits heading?

- A. An investment of ?.5m is required.
- B. Staff morale will be negatively affected.
- C. The project will take two years to deliver.
- D. Staff may lose the opportunity to work in Information Technology.
- E. MFH will lose direct control over the outsourced business functions.

Correct Answer: CE

Reference: <http://www.whatisprince2.net/prince2-theme-business-case.php>

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#### QUESTION 14

Who would be responsible for maintaining the Configuration Item Records?

- A. Project Manager
- B. Project Support
- C. Project Assurance
- D. Team Manager

Correct Answer: B

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#### QUESTION 15



The e-learning course is being delivered by an external consultancy. The team manager has advised the project manager that their plan is confidential and will be displayed on their team board as a list of requirements. The project manager has requested that the team manager share a milestone plan with the project management team instead for them to view.

Is this an appropriate action, and why?

- A. Yes, because the project manager needs enough information to be able to monitor the plan
- B. Yes, because the contract should specify rights of inspection on the e-learning course being delivered
- C. No, because the supplier's plans are typically confidential as they include details of other clients' projects
- D. No, because team plans can be in any format to meet the team's needs, including being presented as a list on team boards

Correct Answer: B

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